

# Michael Gargan

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## IT Professional

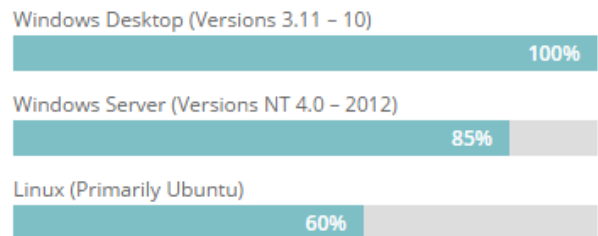
I have been working in IT for over 20 years. During this time I have worked in a number of companies focused on various areas from network administration and technical support to software development which has allowed me to develop a high level of proficiency in the following areas:

- **Troubleshooting:** This has been one of the key abilities in my career to date. Over the years I have developed a great deal of experience in various areas of the computer industry which has allowed me to quickly identify issues and find solutions.
- **Computer Hardware:** I have a vast amount of experience working with all areas of computer hardware from maintenance and troubleshooting to hardware PC building and upgrades.
- **Network Administration:** Design and implementation of networks including multi-site networks using internet based VPNs; server configuration and administration.
- **Software Development:** While I am not a software developer I have a strong proficiency with ASP.NET, VB.NET, SQL and C#, in addition to which I have a good working knowledge of several other programming languages.

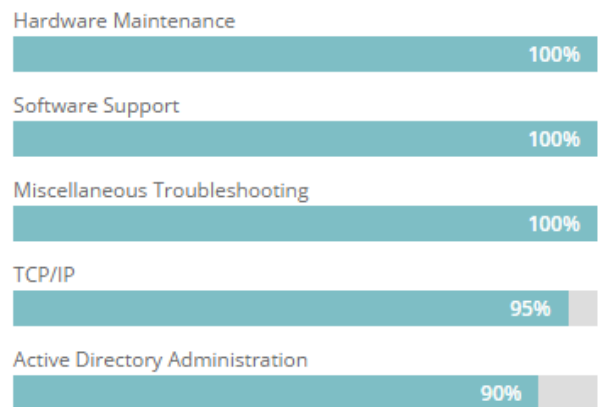
## Computer Hardware & Maintenance

- Hardware Troubleshooting
- Laptop Maintenance
  - General Diagnostics
  - Screen Replacement
  - DC Jack Repair/Replacement
  - GPU Reflow
  - General Parts Replacement
- Desktop Maintenance
  - General Diagnostics
  - PC Building
  - Hardware Upgrades
  - Motherboard Repairs
- Phone Repair
- Data Recovery
- Electronic Prototyping including experience with
  - Arduino
  - Raspberry Pi
  - Custom Circuit Board design, construction and troubleshooting

## Operating Systems



## General Skills



## Work Experience

### Techmate (June 2011 – Present)

I formed Techmate as a response to the increased demand for computer repairs and technical support. Techmate is a computer repairs and sales business with a retail premises focusing primarily on computer support and repairs for both small business and home users.

This has given me a great degree of competence in the area of hardware maintenance and troubleshooting as well as being a largely customer facing role requiring me to find ways to explain complex issues in an easy to understand manner.

My time as a small business owner has given me exposure to a wide range of management skills such as business development, staff management, budgeting and accounting.

## Intec Software Solutions (March 2006 – June 2011)

Intec Software Solutions was a partnership I developed with a company that specialises in product integration. Intec's primary focus was Custom Software Development, IT Support, Time & Attendance, Access Control and Traffic Statistics software. My primary roles included:

- Staff management: Setting goals and motivating the development team as well as working with sub-contractors to ensure projects are completed and delivered within budget and on time.
- Customer Sales and Support: I was the primary point of contact for all customers as well as liaising with our various business partners (Resellers, technology partners)
- Business Reporting: Preparing and monitoring cash flow reports, return on investment reports and ensuring that we are meeting KPI's and following our business plans on an ongoing basis.
- Product research\development: Researching potential software products and developing prototypes as a proof of concept before creating a development plan

## Freelance Support (January 2003 – March 2006)

Between January 2003 and March 2006 I was working as a freelance IT Support contractor. My primary customer base was small to medium sized companies who were large enough to have an IT requirement but too small to justify a full time member of staff to look after their systems.

I would provide a yearly support contract and was a "one man IT department" for my customers. This involved all areas of IT including network administration, telephony, hardware support and liaising with vendors on my clients' behalf when introducing new systems.

## Adest Document Management (March 2001 – January 2003)

Adest are an electronic document management software company that specialise in paperless office solutions. I worked for Adest as an onsite and in-house technical engineer. My responsibilities included:

- Onsite and phone based software installation and technical support
- Problem solving: If there were any sites that were having unexpected issues I was responsible for visiting the site and troubleshooting the issue until it was resolved.

## Medical Supply Company (January 1999 – March 2001)

Medical Supply Company provide medical lab equipment and software. My role was primary technical engineer which involved the following responsibilities:

- Onsite and phone based software installation and technical support
- Creating lab interface specifications for communicating with laboratory equipment

## Pricewaterhouse Coopers (August 1998 – January 1999)

I worked in PricewaterhouseCoopers as a 2nd \ 3rd Level Support Technician on a 6 month contract. My responsibilities included:

- Troubleshooting support issues over the phone and on site that were escalated from the phone support help desk.
- Network troubleshooting and administration
- Escalating support issues to the relevant hardware or software vendors where applicable and following up to ensure that issues were successfully resolved.

## Herbst Software (November 1996 – August 1998)

Herbst Software is a software development company. I was the primary technical engineer. During this time I was responsible for the following activities:

- Customer network configuration and installation
- Onsite software installation and configuration as well as phone based technical support
- Database administration and configuration both in-house and for customers on site.

## *Other Skills*

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For the last 10 years I have been part of a voluntary committee running a non-profit community based salsa dancing festival. This has become Ireland's largest annual salsa event with hundreds of people attending every year. My contribution to this committee is to bring the following skills to the organisation:

- Logistics & Scheduling
- Volunteer Management
- Budget Management
- Contract Negotiations
- Marketing & Sales
- Fund Raising