Ciaran Toner

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Summary

Highly motivated, adaptable IT professional with experience spanning Site Reliability Engineering, Software Engineering, Networking, & cloud environments, seeking new opportunities to apply and expand technical skills. Eager to contribute to dynamic ICT environments, demonstrating a strong commitment to continuous learning and professional growth within the sector.

Education

2023 - Present
Dublin

- **B.Sc. in Information Systems and Information Technology (part-time)**

  Technological University Dublin
  - Software Engineering
  - Cloud Computing
  - Advanced Computer Networking
  - Machine Learning for Data Analytics

2022 - 2023
Dublin

- **Diploma in Full Stack Software Development**

  Code Institute
  - Advanced Front-End Development (JavaScript, TypeScript)
  - User-Centric Front-End Development (UI / UX & Accessibility)
  - Data-Centric Development (PostgreSQL)

Experience

2024 - Present
Dublin · Hybrid

- **Site Reliability Engineer Intern (Cloud Operations)**

  ServiceNow
  - Collaborative System Design: Worked closely with cross-functional teams to design and implement scalable, reliable, and high-performing systems.
  - Proactive Monitoring: Monitored system performance, identified issues, and implemented solutions to ensure optimal uptime and availability.
  - Automation Enablement: Assisted in the development of automation alerts and processes to streamline operations and improve overall efficiency
  - Incident Response: Participated in incident response and post-mortem analyses, contributing to a culture of continuous improvement and learning.

2024
Co. Cavan ·
Remote

- **Lead Project Manager and Web Developer**

  Martin Shortt Insurance
  - Stakeholder Engagement: Conducted comprehensive meetings with business leaders and key stakeholders to establish project scope, define customer needs, and set realistic deadlines.
  - Requirements Gathering: Facilitated workshops and interviews to capture detailed customer requirements, ensuring the final product aligned with both user expectations and business objectives.
  - Timeline Management: Developed and maintained a robust project timeline, effectively managing resources and milestones to deliver the website within the challenging 10-week deadline.
  - Solution Delivery: Successfully built and launched a high-performance, accessible website that met critical business needs, incorporating SEO best practices and ensuring WCAG 2.1 compliance for inclusive user experience.

2022 - 2023
Co. Meath ·
Remote

- **Lead Project Manager and Web Developer**

  Love Nature Health Food Store
  - Website Optimization: Achieved enhanced website performance with reduced load times and improved user interface by transitioning to high-performance hosting and optimising plugin use.
  - E-commerce Redesign Leadership: Spearheaded the redesign of the e-commerce platform, boosting usability and customer engagement, which translated into increased site traffic and interactions.
  - E-commerce Operations Management: Oversaw daily online store operations, encompassing order processing, customer support, and inventory control, which significantly improved operational efficiency.

- **Manager**

Nourish Health Store

- Team Leadership and KPI Enhancement: Co-led a team of 12, collaborating with store manager to elevate sales performance and customer satisfaction by fostering a high-energy, results-driven retail environment.
- Inventory Management: Streamlined stock audits and optimized inventory levels, ensuring key product availability that directly contributed to increased sales figures.
- Visual Merchandising Implementation: Developed and executed innovative merchandising strategies
- that enhanced presentation and attractiveness of store promotions, significantly improving visitor engagement and sales.
- Strategic Staff Training: Designed and delivered comprehensive training programs for staff, emphasising customer service excellence and operational efficiency, leading to improved team performance and higher customer retention rates.

- **Managing Director**

Natural Living Health Store

- Launched & directed business operations, overseeing essential functions like marketing, sales, and purchasing
- Increased company revenue from €80,000 to €120,000 through the identification and utilisation of new growth prospects. Additionally, effectively initiated an e-commerce platform to expand market penetration and enhance competitiveness.
- Developed and implemented comprehensive marketing strategies, effectively raising brand awareness and improving market positioning
- Managed procurement operations to guarantee cost-efficient sourcing, quality assurance, and effective inventory control

Software Projects

- **Elite Fitness | Django Application**   Live Site | Github

Designed and deployed a robust e-commerce web application as my flagship project with Code Institute. Employed advanced Django backend, enhanced user engagement through JavaScript-driven frontend, and ensured dependable content delivery via AWS. Created an aesthetically pleasing and intuitive UI using Figma. Adopted Agile practices on GitHub to streamline development. Upheld superior code quality through rigorous unit testing, prioritised feature rollout using MoSCoW, and ensured secure data handling with Postgres on Heroku.

- **Ciarain.foo | Vue.js Application**   Live Site | Github

Developed a professional portfolio website utilising Vue.js and Nuxt meta framework for optimised performance and Tailwind CSS for streamlined design. This site efficiently showcases my software projects, comprehensive resume, and strategic career roadmap. Managed via GitHub and structured around Agile practices, it highlights my commitment to rigorous code testing and best-practice engineering. Discover how my expertise in advanced web technologies drives innovation and technical excellence in software development.

Strengths

- Ability to work well in a team
- Knowledge of algorithms and data structures
- Proficiency in coding and programming languages
- Leadership & Management
- Excellent communication skills
- Adaptability to new technologies
- Creativity in designing solutions
- Time management and organisation
- Continuous learning and self-improvement
- Strong problem-solving skills

Languages & Technologies

- JavaScript / TypeScript / Vue / Express
- Python / Django / PHP / WordPress
- HTML & CSS / TailwindCSS / Figma
- Linux / Command Line / Git / GitHub
- AWS / Cloudflare / Linode
- MobgoDB / PostgreSQL / MySQL

Interests

- Physical Fitness & Healthy Lifestyle
- Carpentry / Cabinet Making
- Home Lab Networking & Testing
- Horticulture / Gardening