MAX KAVANAGH

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LINKS: LINKEDIN

FURTHER JOB HISTORY & INFO VIA: MKAVANAGH.COM

EDUCATION

PULSE COLLEGE, HALSTON STREET (2018 - 2020)

Learning the fundamental disciplines of Game creation through a series of in-depth modules, including: Programming with C#, 3D Modelling, 2D/3D Artwork, Audio and Animation

DE LA SALLE COLLEGE (2012 – 2018)

Full Secondary School Education with leaving cert results.

WORK EXPERIENCE

HCL: HARDWARE SUPPORT TECHNICIAN (OCT 2024 - CURRENT)

Managing the provisioning of Mac and Window's devices for LinkedIn staff across the EMEA region, working closely with HR to set up devices for new hires and contractors. This includes coordinating procurement, configuration, and deployment to ensure a smooth onboarding experience.

KOCHO: FIELD SERVICE ENGINEER (MAY 2024 – AUGUST 2024)

Working with many different clients from Insurance firms and law firms to support their IT needs and assisting in migrations to new tenets and devices.

ATOS: DESKSIDE SUPPORT TECHNICIAN (DEC 2022 – APR 2024)

Working with the Courts Service of Ireland to provide equipment, Synergy with projects, Resolving IT issue's before/during court and creating and updating KB's. Collaboration with the court service customer to provide the best level of service.

ATOS: SERVICE DESK AGENT (APR 2022-DEC 2022)

Windows troubleshooting, dealing with user's issues related to their work issued applications and devices through tickets, on calls for most of the day creating and closing tickets.

PROFILE

I'm an aspiring and enthusiastic worker looking for opportunities in the IT industry to get some real-world experience with trouble issue's, Learning new software and hardware.

With excellent communication, 2+ years of experience and collaboration skills, I thrive in cross-functional teams and excel in fast-paced, dynamic environments.

PROGRAMS

Office 365, Azure AD, Azure Endpoint, Intune, Active Directory, Ticketing Systems, Remote Access tools, SCCM, Windows, PowerShell and Print Management.

CERTIFICATION'S

ITIL V4 - Nov 2022

CompTIA A+ Core 1 – March 2024

Working towards

CompTIA A+ & MD-102