MAX KAVANAGH

PH: 083 047 4648

DUBLIN 14

E: MAXKAVANAGH21@GMAIL.COM

LINKS: LINKEDIN

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

HARDWARE SUPPORT TECHNICIAN (OCT 2024 - CURRENT)
LINKEDIN VIA HCLTECH

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.

FIELD SERVICE ENGINEER (MAY 2024 – AUGUST 2024)
KOCHO

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.

DESKSIDE SUPPORT TECHNICIAN (DEC 2022 – APR 2024)
THE COURT SERVICE OF IRELAND VIA ATOS

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.

SERVICE DESK AGENT (APR 2022-DEC 2022)
THE COURT SERVICE OF IRELAND VIA ATOS

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 professional eager to gain real-world experience in the IT industry, particularly in troubleshooting issues and learning new software and hardware. With three years of experience, excellent communication skills, and a strong ability to collaborate, I thrive in cross-functional teams and excel in fast-paced, dynamic environments.

PROGRAMS

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

CERTIFICATION'S

ITIL V4 - Nov 2022

CompTIA A+ – March 2024