

# Shane Cunningham

2a Snipe Avenue, Newcastle, Galway

085-1849600 (M) [shane@cun.ie](mailto:shane@cun.ie) (E) [linkedin.com/in/cunninghamshane](https://www.linkedin.com/in/cunninghamshane) (LI)

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**Experienced IT professional with a strong background in SharePoint administration and IT support. A dedicated IT support engineer for 6 years and a field service engineer for 3 years, specializing in SharePoint and Intune administration. Proficient in Microsoft Enterprise Identity (formerly Azure AD) administration.**

## SKILLS PROFILE

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- SharePoint Administrator (Expert Level): Managed SharePoint environments and ensured smooth collaboration and document management for the organization. Proficient in optimizing SharePoint for maximum efficiency.
- IT Support Engineer (6 years): Provided comprehensive technical support to end-users, addressing hardware and software issues, troubleshooting, and resolving IT-related problems.
- Field Service Engineer (3 years): Delivered on-site technical support and maintenance services, ensuring optimal functionality of systems and equipment.
- Microsoft Enterprise Identity (formerly Azure AD) Administration: Administered Microsoft Enterprise Identity services to manage user identities and access.

## TECHNICAL SKILLS

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- SharePoint Administration (Expert Level)
- Intune Administration
- Microsoft Enterprise Identity (formerly Azure AD) Administration
- Managing and Maintaining of Servers, PC's, Routers and Switches
- Highly skilled in creating user guides and technical troubleshooting guides.

## PROFESSIONAL CERTIFICATIONS

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- **MS-100 Microsoft 365 Identity and Services**
- **MS-900 Microsoft 365 Fundamentals**
- **MCP 98-361 Software Development Fundamentals**
- **MCP 98-366 Networking Fundamentals**
- **MCSA: Windows Server 2012**
  - MCP 70-410 Installing and Configuring Windows Server 2012
  - MCP 70-411 Administering Windows Server 2012
  - MCP 70-412 Configuring Advanced Windows Server Services 2012

## EDUCATION & TRAINING

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- (Level 8) **Higher Diploma in Software Design and Development - NUIG** 2015-2016  
**Result: 2.1**

- (Level 7) **Degree in Computing in IT Support** - GMIT Castlebar campus 2010-2011
- **Higher Certificate in Information Technology Support** 2008-2010
- **Electronic Technology Award**, Galway Technical Institute 2006-2007

## WORK EXPERIENCE

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**Sleepless Server Solutions**                      Level 2 Support Engineer                      2019 - Present

- Providing 2nd line technical support.
- Responding to support queries via phone, email, and chat.
- Working with Microsoft 365, Exchange, Microsoft Enterprise Identity (formerly Azure AD), Backup, and Azure.

**OneTouch Telecare**                                      Software Developer Intern                                      Jan – July 2018

- Research and Migrate their PHP 5 code base from to PHP 7
- Create PHP pages that used jQuery DataTables and PHP PDF library
- Develop LAMP stack applications
- Debug PHP applications
- Website performance optimisation/reporting
- Documentation and Help guides for their website
- Create video help tutorials

**Sidero Ltd**    Software Developer Intern    June - Sept 2016

- Install and configure RHEL(Linux) servers to be used for use in Ericsson network manager uptime tests
- In the high availability team is responsible for ensuring this telecom management service is available and operational for no less than “five 9’s”.
- Integrate Jenkins test scripts with another test script
- Research and integrate automated VPN connections from one RHEL server to another RHEL server using Jenkins

**Avaya Ireland**    Software Developer Intern    Sept 2014 - Aug 2015

- Develops tasks including coding, debugging, and documentation of application programs
- Installation of Avaya Contact Recorder 12.1 beta on Linux Red Hat 6.0 and review of the installation documentation. The original timeframe for this project was 5-6 weeks it was done in 2 weeks. A new install guide was written. These changes will be included in the documentation for Avaya Contact Recorder 12.1