


# Alan Kelly

Address: The Cottage, Ballincollie Road, Ballyvolane, Co. Cork

 087 1368114

 [Alan-Kelly.ie](http://Alan-Kelly.ie)

 [Alan.Kelly1@mycit.ie](mailto:Alan.Kelly1@mycit.ie)

 [linkedin.com/in/Alan-Kelly](https://www.linkedin.com/in/Alan-Kelly)

 [Blog.Alan-Kelly.ie](http://Blog.Alan-Kelly.ie)

 [github.com/AlanKellyEire](https://github.com/AlanKellyEire)

## PROFILE

I have 5+ Year of experience working as a support engineer which provided me experience with many OS's, a wide variety of enterprise equipment, the use of SIEMs, and numerous programming/scripting languages. I hold degrees in (Msc) Information Security & (BSc Hons) Software Development & Computer Networking and am currently in the process of preparing for the AWS Certified Solutions Architect Associate exam. I previously ran a successful carpentry company so am a self-starter and can work under minimal supervision.

## EDUCATION

**(BSc Hons) Software Development & Computer Networking (Result: 1.1)** Sept 2014 – May 2018  
**(Msc) Information Security (Result: 1.1)** Sept 2018 – Sept 2019  
Cork Institute of Technology, Bishopstown, Cork, Ireland.

### Core Modules:

- Object-Oriented Programming. Result(90%)
- Scripting for System Automation. Result(95%)
- Android Mobile Development. Result(91%)
- Network Security & Forensics. Result(93%)
- Software-Defined Networking. Result(91%)
- Incident Response & Forensics. Result(87%)
- Cloud Security. Result(97%)
- C Programming. Result(92%)

### Projects:

*3rd Year Group (4 in group): An Automobile Management & Security System.* **(Result: 86%)**

- Built an android app to interface with an Arduino based hardware and a web site which will act as a control centre for managers monitoring the company's sales representatives.
- I was responsible for leading the team, delegating tasks, creation of the Android app and writing the project documentation.

*Internet & Networking Services Group Project (2 in group): Linux Administration.* **(Result: 100%)**

- Configure & administrate Linux servers and Linux services such as SSH server, Bind and PostFix.

*Agile Processes Group Project (4 in group): Continuous Integration Project.* **(Result: 100%)**

- Install, configure & review several continuous integration services such as Travis, Jenkins and Gitlab.

*Final Year Project: IP Scanner and Monitor for Distributed Control Systems(DCS).* **(Result: 70%)**

- Design and implement a C# Application used to monitor a DCS in a live production environment.

## WORK EXPERIENCE

<b>SAAS Technical Support Engineer L1</b>	<b>May 2018 – Dec 2018</b>
<b>SAAS Technical Support Engineer L2</b>	<b>Dec 2018 – Feb 2020</b>
<b>Technical Support Specialist</b>	<b>Mar 2020 - Present</b>
AT&T Cybersecurity (Formally AlienVault), Grand Parade, Cork, Ireland.	

### Areas of responsibility:

- Assisting in the deployment & configuration of AlienVault's cloud SIEM (USM Anywhere) via phone, email and remote sessions.
- Remotely accessing customer equipment to diagnose issues in real time using command line tools.
- Once issues are diagnosed, collaborating with engineering team to resolve the issues and documenting the procedure and root cause for future troubleshooting.

- Using Linux utilities such as grep, tail, less etc... to search debug logs and find relevant logs to diagnose customer issues.
- Testing on a virtualised development system to replicate customer issues for further investigation.

### **IT Automation Engineer**

**Mar 2017 – May 2018**

Pfizer, Ballintaggart, Ringaskiddy, Cork

Areas of responsibility:

- Build & configure replacement servers for a live production environment for disaster recovery.
- Diagnose faulty equipment such as servers, workstations and NASs and repairing when possible.
- Diagnose and solve network issues related to work stations, NASs and servers.
- Upgrade and patch 100's of servers, NASs & workstations in a live production environment.
- Full adherence to organisational policies and regulatory requirements including health & Safety.

### **Owner Manager and Carpenter**

**June 2010 – Oct 2012**

Alan Kelly Carpentry Services, Ballincollye Road, Ballyvolane, Co. Cork

Areas of responsibility:

- Sourced new work by finding new ways to promote the company.
- Evaluated project specifications outlined by the client in order to achieve a high quality, appropriately priced finished product.
- Prioritize work, recruited contractors as needed and completed jobs within deadlines.
- Advised clients to achieve a finish of the highest level.

## **IT SKILLS**

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### **Software Development**

- Competent in Java, C, C#, HTML5, Python, Scripting and SQL.
- Experience using IDEs such as JetBrains Suite, Android Studio, Mbed and Eclipse.
- Experience with version control software GitHub & continuous deployment tools Jenkins and Travis.

### **Software and Operating Systems**

- Experience deploying and maintaining Windows, Various distributions of Linux, Android, Mac OS, Cisco IOS, Docker, OpenVPN and Bhyve/ESXi/Hyper-V hypervisors.
- Proficient user of Microsoft Office suite, Salesforce, Freshdesk, Atlassian suite and TeX.

### **Networking**

- Experienced with remote management tools such as RDP, SSH & TeamViewer.
- Knowledge of networking administration using the following tools and protocols: TCPDump, WireShark, IPtables, Snort, IP, TCP/UDP, QOS, DHCP, ACL, IDS/IPS, DNS, NAT and DMZ.
- Currently hold CompTIA A+, Network+, AWS Cloud Practitioner and AlienVault Security Engineer certifications.

## **ACHIEVEMENTS/INTERESTS**

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### **Class Representative (Volunteer Role), CIT - (Sept 2016 – May 2018)**

- Act as a liaison between my classmates & the CIT staff & represent my class at Union meetings.

### **Peer Assisted Learning & Support Leader (Volunteer Role), CIT - (May 2016 – May 2017)**

- 1 to 1 mentoring of new first year students & Erasmus students.
- Provided academic support and a positive social environment, helped new students with academic and social issues.

### **CoderDojo (Volunteer Role), CIT - (Apr 2016 – Apr 2017)**

- Assisted children to learn Python, Html, Raspberry Pi, Minecraft Programming and Networking.
- Distribute project folders & help tidy up after the sessions.