



## CURRICULUM VITAE

<b>NAME:</b>	Sinead O'Brien B.A. Int	<b>COMPANY:</b>	Management Systems Modelling Ltd
<b>NATIONALITY:</b>	Irish	<b>JOB TITLE:</b>	Operations Director
<b>HEALTH:</b>	Excellent	<b>MARITAL STATUS:</b>	Married

### PROFILE

With over 12 years' experience in the software development industry, I have considerable experienced in both legacy and modern technologies such as Delphi, .NET, SQL Server, Oracle. I have in-depth knowledge of a wide range of commercial areas from Insurance and Health Care to Not For Profit, Retail and Banking. I have worked on projects both in the UK and abroad and am highly experienced in the area of delivery management, including SLA management, quality enforcement, adherence to budgets and deadlines. My technical background allows me to readily tackle issues that cross business and technical boundaries. I have excellent communication skills and am an experienced manager of multi-skilled teams. Confident in managing customer relationships I believe in gaining clients trust by repeatedly providing a high level of service. My objective is to continue to improve the quality of service we provide to our clients.

### EMPLOYMENT

June 2011 to present <i>full-time</i>	Operations Director, Management Systems Modelling Ltd City of London; Bristol; Exeter Operations Director Overseeing the Operational team I am responsible for the effective, efficient delivery of services to our clients.
June 2003 to June 2011 <i>full-time</i>	Support Manager, Management Systems Modelling Ltd City of London; Bristol; Exeter Reason for leaving: Internal Move As Support Manager I was responsible for managing a team of support analysts and developers, scheduling and delivering projects and liaising directly with customers.
October 2000 to June 2003 <i>full-time</i>	Software Developer Keogh Software Dublin, Ireland Reason for Leaving: I resigned to move to the UK Keogh Software is a bespoke software house that supplies the Irish Health Care, Media and Retail markets. My job involved the whole development lifecycle from design to implementation stage, working mostly in Delphi.
June 1999 to September 2000 <i>full-time</i>	Customer Service Representative\Software Tester and Trainer, Keogh Software Dublin, Ireland Reason for Leaving: Internal move Installation of hardware and software on customer sites. Training of customers in software applications. Resolution of customer queries and issues.



## EDUCATION / QUALIFICATIONS

Qualifications

*Associate Member of the Association of Project Management (APM)*  
*Post Graduate Diploma in Computer Studies completed Summer 2001: First Class Honours*  
*First Degree completed Summer 1996: B.A Int. (Hons) 2:1 in French and German*  
*Leaving Certificate Exams taken Summer 1992*

Maths	A
German	A
Irish	A
Physics	B
French	B
English	B

<u>Schools / Colleges Attended from age 11</u>	<i>From</i>	<i>To</i>
Convent of the Sacred Heart Mt Anville, Dublin, Ireland	10/86	06/92

**OTHER RELEVANT EXPERIENCE**

August 1997 to May 1999  
*full-time* Personal Assistant to the Defence Attaché, French Embassy, Dublin, Ireland  
 I dealt with the daily requirements of the Defence Attaché's office: translation, office, management and administrative duties. I also organised embassy receptions for visiting government dignitaries, military and naval personnel. This involved liaising with French and Irish government officials as well as Paris-based army and navy personnel.

October 1996 to June 1997  
*full-time* English tutor, University of Brest, France.  
 I tutored classes of approximately 45 students as well as setting and correcting exam papers and assignments

**OTHER INTERESTS**

Enthusiastic runner and swimmer; Playing the clarinet, piano and saxophone; Spending time with my family.

**REFERENCES**

Any of our clients can be approached. Please contact us for details.