RYAN TRAINOR

IT Professional

CONTACT

Mobile

07544342671

E-mail

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Website

www.ryantrainor.com

LinkedIn

As an aspiring Power Application Developer with a strong passion for tackling business challenges through innovative solutions. I am committed to continuous learning and eager to contribute my dedication and expertise to any new opportunity that comes my way. With a solid foundation in application development and a relentless drive to excel, I am poised to make a meaningful impact in the world of Power Apps development. I welcome new challenges and want to obtain a full-time position where I can continue my career progression with a company that shares my ambition. I am focused on becoming an integral part of a business where I feel valued, respected, and can enjoy a long career with.

WORK HISTORY

Application Developer
Allstate Northern Ireland -2022 - Present

- **Development**: Low code development of privacy intake webforms for both online and dial-in consumer consumption.
- **Workflow Automation:** Design and implement automated workflows and business processes within the applications to streamline operations.
- **User Interface (UI) Development:** Build user-friendly interfaces with a focus on usability and accessibility, ensuring a seamless user experience.
- **Documentation:** Create documentation, including technical specifications and user guides, to facilitate understanding and future maintenance.
- **Maintenance and Updates:** Continuously monitor and maintain applications, applying updates, enhancements, and fixes as needed.
- **Troubleshooting:** Investigate and resolve issues or user-reported problems promptly to ensure minimal disruption.
- **Application Design:** Collaborate with stakeholders to gather requirements and design low-code applications that meet business needs.
- **Project Management:** Manage and prioritize tasks, track progress, and meet project deadlines effectively.
- **Communication:** Maintain clear and open communication with team members and stakeholders to ensure project success.

MIS Officer
*Southern Regional College - **2020/22***

- **Resolved issues** and escalated problems with knowledgeable support and quality service.
- Recommended new processes and updating of new and existing support documentation.
- Participated in **continuous improvements** by generating suggestions, **engaging in problem solving** activities to support teamwork.
- **Onboarding of new staff** in terms of training and supporting their needs.
- Generating weekly reports using MS Office, especially **MS Excel.**
- Extraction of **large datasets, data cleansing and the collation of data** to generate meaningful reports for management.
- Working alongside development teams on **SQL scripts for custom reports for MIS staff** to utilise as well as other departments.
- Maintenance of **MIS SharePoint sites, MS Forms and Power Automate process flows**.
- Online training provided via MS Teams and face to face during the Covid period.
- Experience in working from home and the necessary equipment to do so.

Administrative Assistant OOH
*Health and Social Care Trust -**2017/23 – Current***

- **Coached new employees** on administrative procedures, company polices and performance standards.
- **Handled client correspondence** and tracked records to foster office efficiency.
- Answering multiple **emergency complex queries**, re-routing calls to appropriate staff, delivering messages to staff and updating system information upon request.
- Arranging rapid client equipment repair and maintenance with vendors.
- **Prioritising incoming client issues** by degree of injury or illness.
- **Prepared and maintained** accurate **digital health records for patients.**
- Received, recorded, and addressed incoming and outgoing communication via telephone and email.
- **Building employee relations** between **internal and external stakeholders,** district nursing teams, GP OOH staff, emergency services and more.

Web Developer
*WebsiteNI -**2020 – Covid***

- **Developing visual elements** that users see and interact with in a web application, and ensuring these designs are responsive for the best **user experience (UX).**
- **Collaborated with clients during development processes** to confirm creative proposals and design best practices.
- Produced websites that were **compatible with multiple major web browsers**.
- **Pinpointed user experience issues** to devise **targeted suggestions for improving** user experience.
- Integrating front-end templates into **WordPress themes** and offer custom functionality using **PHP,** in particular, advanced custom fields plug-in amongst others.
- Project management of websites through the entire web development life cycle.
- Provide training for clients on how to use their **WordPress** website.
- Set up of **WordPress account** information and user roles.
- **Google analytics** account and linkage between website so that clients can observe website traffic.

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EDUCATION

St Brigid's High School
2006-2012 – Armagh
9 GCSE's A-C
Maths - C
English - B
ICT - A

St Patrick's Grammar School
2012-2014 – Armagh
3 A-Levels
ICT - B
Media Studies - C
P.E - E

University of Ulster
2017-2019 – Jordanstown, Belfast
Interactive Multimedia and Design (IMD)

ACCOMPLISHMENTS

New To Line Management
HSCNI

Belfast City Marathon/Half
2019/2023

Exam PL-900: Microsoft Power Platform Fundamentals
(Pending completion)

LinkedIn Courses
Check out my LinkedIn account using the QR code above for a variety of courses I have completed.

- **Python** *for Non-programmers,*
- **Power Apps** *Essential Training: Beyond the Basics*
- **PowerBI**: *Dashboards for Beginners*
- *Learning* **SharePoint** *Online*
- ***Azure Fundamentals (Series – Cert Prep)***

REFERENCES

Lorraine Mitchell
Senior MIS Officer
Contact details provided upon request

Ciara McCrink
Locality Manager Domiciliary Care
Contact details provided upon request

Patrick Walkingshaw
Managing Engineer
Contact details provided upon request

Kimberly Brown
Product Engineer
Contact details provided upon request