

# MICHAEL MACDONAGH

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Developer | Designer | Support Technician

## PROFILE

I am support focused, reliable, and curious; I help my team keep things running smoothly. I've spent the last few years working on internal projects and operations: troubleshooting, documenting, fixing broken processes, and making sure people have what they need to do their jobs. I'm comfortable digging through bugs, writing clean user guides, or training AI assistants to handle routine queries. I keep things practical, calm, and clear and I like working in the background to make systems (and people) work better.

## EXPERIENCE

### EirEvo (formerly Evros Technology Group)

*Junior Power Apps Developer*

December 2019 – Present

- Internal application support for SharePoint, Teams, line-of-business tools.
- Built and maintained documentation: user guides, environment setup, etc.
- Created and managed Classic SharePoint sites.
- Managed the backlog of issues using DevOps & Autotask; triaged bugs, logged enhancements, and monitored progress.
- Facilitated team standups, hosted weekly round-ups, and organized internal knowledge-sharing sessions and Client Liaison.
- Trained and configured support AI agents for internal help desk automation.

### Mechmadhog (Freelance + Collaboration: Avaz & Digital Assist)

*Freelance Developer & Digital Consultant*

June 2015 – Present

- Assisted clients with tech stack setup, website development and maintenance.
- Provided strategic advice on tools, automation, and user flow improvements.
- Created lightweight documentation and tutorials for client handovers.
- Delivered client-facing websites and performed backend setup (hosting, domain, email).
- Developed and migrated WordPress installations, email servers, and SSL setups.
- Collaborated on user-facing design, branding, and custom theme development.
- Produced marketing materials, graphics, and promotional videos.
- Performed SEO enhancements, analytics reporting, and light UX research for SMEs.

## CORE COMPETENCIES

### Support & Operations:

Ticketing (Autotask), Backlog Grooming, Client Liaison, Testing

### Documentation:

User Guides, Test Scripts, Internal Knowledge Bases, Standard Operating Procedures

### Tooling & Platforms:

SharePoint (Classic & Modern), MS Suite, DevOPs, VS Code, Docker

### Light Development:

HTML, CSS, JS, Bootstrap, Git, Shell Scripting, XAMPP

### Automation & AI:

CoPilot Studio, RegEx, Flows, MCP (n8n), LM Studio

### Communication & Collaboration:

Slack, Teams, Daily Standups, Internal Demos, Remote Support

## EDUCATION

### B.A. in Creative Digital Media

September 2007 - May 2010

ATU (formerly Letterkenny Institute of Technology)

#### Subjects:

Web Design, Motion Graphics, Audio/Video Production, UX, Product Design, Creative Image Making, Play / Create and Project Management

### Leaving Certificate

September 2002 - June 2007

St. Finian's College, Mullingar

## ADDITIONAL DETAILS

For a more extensive description of my work history, please visit my LinkedIn profile:

<https://www.linkedin.com/in/michaelmacdonagh/>

## REFERENCES

### Paul Gilbride

Director, Data & AI

Accenture UK & Ireland

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### Tom Griffith

Business Development Manager

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