


# Shay van Dam

Software Developer

 Co. Limerick, Ireland.

 +353 879166962

 [www.linkedin.com/in/shay-van-dam/](https://www.linkedin.com/in/shay-van-dam/)

 shay.vandam96@gmail.com

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

Self-driven, versatile Software Development Engineer with over 2 years' experience in agile programming and project management. Self-directed leader with expertise in both computer sciences and business operations. Proficient with DevOps and testing. Skilled at cultivating collaborative and supportive team environments.



## Work History

2019-06 - Current

### Software Developer

*Maverick Communications International Ltd., Limerick, Co. Limerick*

- Managed a collaborative project with Ulster University to design and implement an AI-enhanced, lead generation chatbot for Maverick's B2B client's websites.
- Developed, tested, and maintained API and backend systems for several projects.
- Administered, supported, and monitored databases by proactively resolving database issues and maintaining cloud servers.

2018-03 - 2018-08

### Software Engineering Intern

*McAfee EMEA, Cork, Co. Cork*

- Regularly used development tools such as Visual Studio Code and Git.
- Collaborated with other developers to identify and alleviate several bugs and errors in software.
- Collaborated effectively with and supported software development teams, assisting with test environments and framework creation.



## Skills

- Programming
- Deployment
- API Design Knowledge
- Continuous Integration/Deployment
- Test Automation
- Project Management
- Interpersonal Skills



## Education

2019-09 - 2020-12

### Postgraduate Diploma: Business Management

*Queens University - Belfast*

2015-09 - 2019-05

### Bachelor of Science: Computer Science

*University of College Cork - Cork*



## Accomplishments

- Guest speaker at the Bots & Assistants conference 2020 titled *Automating Lead Generation on Websites with AI Enabled Chatbots*.
- Acknowledged by emeritus Professor Mike McTear for contributing research to *Conversational AI: Dialogue Systems, Conversational Agents and Chatbots (2020)*.
- Received first class honours/distinction in BSc.
- Several RASA courses complete for chatbot development.