

Tony Egan

Product Designer

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About Me

Hi, my name is Tony and I'm a designer from County Clare in Ireland. I've worked in the tech industry for over 5 years in support and customer success roles which has given me strong experience engaging, understanding, and empathising with users. I'm passionate about designing functional, aesthetic, and inventive experiences. In September I completed a Master of Science in Interaction and Experience Design at the University of Limerick and received a 1st class honours.

Skills & Tools

Communication	Figma
Wireframing	Sketch
Prototyping	Adobe XD
Sketching	HTML
Storyboarding	CSS
Web Design	JavaScript
UI Design	Java
User Research	C++
User Testing	Arduino
Participatory Design	Salesforce
Programming	SQL
Information architecture	Adobe illustrator
Jira	Adobe Photoshop

Interests

Technology
Automotive
Golf
Music
Film
Architecture

Education

- 2020 - 2021 **University of Limerick**
Master of Science
Interaction and Experience design
- 2010 - 2014 **University of Limerick**
Bachelor of Science
Multimedia and Computer games development

Experience

- 2015 - 2020 **Upland Altify** - Dublin, Ireland
Implementation Manager
Tech support engineer
- At Altify I supported customers that used the Altify B2B software tools which were native in Salesforce. I worked directly with the engineering and product teams to escalate issues and communicate product enhancement requests. My support role consisted of educating users on how to use the tool, creating new customisations to fit their use cases, triaging, and reporting bugs, and managing a daily support stand up meeting. I also designed, built, and maintained web pages which were used for distributing technical documentation with customers. I then moved on to work as an implementation manager where I would work with new and existing customers to understand their requirements and fit the application to their needs.
- 2015 - 2015 **AIB** - Dublin, Ireland
Application support engineer
- At AIB I worked between the development team and security team to ensure that the main tool they used worked efficiently and effectively.
- 2015 - 2015 **3 Networks** - Limerick, Ireland
Call centre support
- At 3 I responded to customer network, device and billing queries and helped customers with their issues.
- 2014 - 2014 **Clarion resort** - Ocean City, Maryland, USA
Housekeeping assistant
- At the Clarion I worked with the housekeeping team to stock the supply rooms.
- 2013 - 2013 **Beckman Coulter** - Clare, Ireland
IT Support technician
- At Beckman Coulter I worked with the IT support team to respond to general hardware and software issues on site.