

Catherine Duggan

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PROFILE

A highly skilled professional with experience in project management, team leading and training, client interaction, WordPress, responsive web design, desktop publishing, graphic design, usability engineering and information technology.

Excellent communication skills, attention to detail, flexible and adaptable, team player.

Passionate about entrepreneurship, digital and technology developments and the start-up sector.

WORK & EDUCATIONAL HISTORY

June 2014 to present

Start-up Consultant and Business Mentor

- Providing assistance and advice to start-up businesses on a one-to-one basis.
- Assisting entrepreneurs to develop their ventures using various business models and tools.
- Motivating them to create specific realistic achievable goals and helping them to keep on track.
- Regular presenter/facilitator for [Innovation Enterprise Network](#).
- Technical and digital contributor to an online publication, [Irish Tech News](#).

January 2015 to May 2015

[UCD Innovation Academy](#)

Postgraduate Certificate in Innovation, Entrepreneurship, and Enterprise. This postgraduate programme focused on the following areas:

- Creative Thinking & Innovation
- Entrepreneurial Thinking & Innovation
- Own Business Idea Development, Planning & Goal Setting

October 2013 to July 2014

[Digital Skills Academy](#)

WebInnovate Digital Product Development & Entrepreneurship Programme.

WebInnovate is a programme which develops talent for Ireland's high-growth Internet & digital technology sectors. It offers a Level 8 CPD Diploma in Digital Technology, Development and Innovation awarded by [Dublin Institute of Technology](#) (DIT).

This programme focuses on the development of digital products and services for international markets, and aims to help cultivate digital entrepreneurs and start-up founders, as well as entrepreneurial professionals for the workplace in roles including:

- Web & Mobile Developers
- Digital Product Managers (and "Growth Hackers")
- Technical Project Managers
- Digital Sales & Marketing Managers for Export Markets
- Responsive Designers
- Digital Design Studio Managers
- Digital Entrepreneurs & Start-up Founders

August to November 2012	Keywords International Ltd, Whelan House, South County Business Park Dublin 18
Position	HR Administrator Fixed term contract position supporting the HR manager. Duties included updating and improving internal administration systems, processes, and intranet and employee database.
Position	County Wicklow Vocational Education Committee and Music Generation HR Administrator JobBridge – National Internship Scheme Administrator in the Human Resources Department and Music Generation Initiative. Duties included processing applications for positions advertised for Wicklow VEC, communicating with applicants and organizing interview schedules.
Music Generation	For this Initiative, duties included working with and supporting the Music Generation Coordinator in an administrative role. Duties included organising of music summer camps, liaising with music tutors, tracking participant payments online, setting up of classes and registration of students.
2007 – 2012	School of Creative Technologies, Institute of Art, Design and Technology (IADT) Dun Laoghaire. BSc (Honours) degree in Psychology Applied to IT – awarded 1st Class Honours IADT School of Creative Technologies facilitates the merging of people and technology. Bringing together psychology and technology, digital media and entertainment, and human computer interaction. From usability engineering to virtual reality, Creative Technologies is a cutting edge, vital and growing field.
2007	Bray Institute of Further Education, Bray, Co Wicklow Adult Education Tutor – Hypnosis & Relaxation (Evening course)
2006 – 2007	Institute of Clinical Hypnotherapy & Psychotherapy, Cork Advanced Diploma in Hypnotherapy & Psychotherapy Desktop publishing specialist in Graphic Design & Print Production department.
1985 to 2006	Enterprise Ireland, East Point Business Park, Dublin 3 Executive assistant in Promotions & Event Management department. Personal assistant to director of research, innovation and commercialisation, Enterprise Ireland. During my time in Enterprise Ireland I took a five year sabbatical from 1996 to 2001. A brief description of my employment during that time is outlined below:
October 2000 to June 2001	Freelancer in the Localisation/IT sectors. Publishing coordination, dealing with external and internal team members to provide quality end product (software manuals). Dealing with client and team members both external and internal. Handling and resolving the production cycle and queries Excellent communication skills and rapport with all team members
July 2000 to October 2000 Position	Lionbridge International Technologies Ltd Project Manager Dealing with and solving project queries from client and team members. Updating client all aspects of the project. Knowledge of file formats, file transfer, hardware and software.

June 1999 to July 2000
Position

International Translation & Publishing (now SDL)
Publishing and Quality Assurance Coordinator

Quality assurance for localised documents within the organisation.
Dealing with queries from internal production teams and external resources.

Ensuring quality of documents met required standard and informing external vendors of substandard quality assurance

Issued instructions for rectifying quality issues.

August 1998 to June 1999
Position

Lionbridge Ireland
Publishing Coordinator

Coordinating desk top publishing of original documentation received from clients to localised versions from pre-production to final handoff of files.

Close interaction with clients to monitor schedules and budgeting for production of localised documentation.

January 1999 to August 1999
Position

International Translation & Publishing (now SDL)
Project Manager

Dealing directly with clients and vendors on assigned projects for the localisation of documentation and software.

Management of project schedules, budgets, vendors, software and document teams as well as overall project related issues and queries.

February 1996 - December 1998
Position

Berlitz International Ltd (now Lionbridge Ireland)
Multimedia Coordinator/Team Lead

Managing desktop publishing production teams involved in the creation of localised documents, multi-media and graphic files from source material

Ensuring quality and functionality of localised versions matched the quality of the source material

EDUCATION

2008 – 2012	IADT, Dun Laoghaire, Co Dublin - BSc (Honours) degree in Psychology Applied to IT - awarded 1st Class Honours
2007 – 2008	IADT, Dun Laoghaire, Co Dublin - Foundation Year – Fetac Level 6
1973 – 1975	Dun Laoghaire Senior College, Dun Laoghaire, Co Dublin – Leaving Certificate
1970 – 1973	Stillorgan Senior College, Stillorgan, Co Dublin – Junior Certificate
1962 – 1970	Ravenswell National School, Bray, Co Wicklow

ADDITIONAL EDUCATION AND SKILLS

2011	Peer Assisted Learning (PAL) IADT
2009	Occupational First Aid Order of Malta
2007	Advanced Diploma in Hypnotherapy & Psychotherapy Institute of Clinical Hypnotherapy and Psychotherapy (IChP)
2007	Smoking Cessation & Addictions Institute of Clinical Hypnotherapy and Psychotherapy (IChP)
2007	Cert. in Transpersonal Hypnosis & Hypnotherapy Institute of Clinical Hypnotherapy and Psychotherapy (IChP)
2007	Psychology of Depression & Therapeutic Modalities Academy for Continued Hypnosis Education
2004	Diploma in Holistic Massage International Therapy Examination Council (ITEC)
2004	Diploma in Indian Head Massage International Therapy Examination Council (ITEC)
2003	Diploma in Reiki – Level 3 Tera Mai
2002	European Computer Driving Licence (ECDL) Enterprise Ireland
2001	Teach English as a Foreign Language (TEFL) TEFL Training Ins. Of Ireland
1996	Introduction to Psychology (evening course) Bray Institute of Further Education
1995	Desk Top Publishing MoreSoft Computers Ltd

REFERENCES

Available on request