

Delwin Sojan

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Profile Summary

IT support and customer operations professional based in Dublin, with hands-on experience across retail systems support, first-line technical troubleshooting, and customer-facing service delivery in high-volume, fast-paced environments. Combines a Master's in Computing with practical experience in ticketing systems (Zendesk, ServiceNow, Jira), Active Directory, Office 365, and POS/hardware troubleshooting, alongside a genuine track record in sales and customer engagement. Comfortable working independently, learning new systems quickly, and communicating clearly with both technical and non-technical stakeholders.

Skills

IT Support & Ticketing: Zendesk, ServiceNow, Jira, Active Directory, Office 365, Incident Diagnosis & Resolution, Windows Troubleshooting

Devices, Networking & Retail Systems: Desktop/Laptop Configuration, Peripheral Device Support, Network Connectivity Troubleshooting, POS Systems, eCommerce Platforms, HHT Support

Programming & Technical: Python, C, C++, HTML, CSS, IoT Integration, Circuit Design

Customer & Operations: Stakeholder Communication, User Training & Guidance, Equipment Lifecycle Management, Inventory & Asset Tracking, Business Process Documentation

Core Strengths: Critical Thinking, Time Management, Adaptability

Work Experience

Aer Rianta International (ARI) - Dublin Airport Jul 2025 - Present
Sales Professional (Retail Systems Support)

- Supported departmental operations by maintaining store presentation, replenishment, and compliance with ARI visual merchandising and planogram standards.
- Contributed to sales growth by actively engaging customers using ARI Selling Skills and maintaining a "customer-before-ask" approach.
- Provided first-line support for POS and till systems in a high-volume duty-free retail environment, resolving incidents quickly to minimize checkout downtime.
- Identified recurring system and hardware issues during peak trading periods and flagged patterns to IT for preventative fixes.

Backup Marketing Feb 2025 - Jul 2025
Sales Professional

- Achieved daily and weekly sales targets through proactive customer engagement and product demonstrations.
- Worked independently in field-marketing environments, demonstrating initiative, resilience, and strong communication skills.

Dublin Airport Authority (DAA) May 2024 - Feb 2025
Airport Search Unit Officer

- Ensured compliance with safety and operational standards while managing sensitive customer interactions.
- Utilized active listening and problem-solving skills to de-escalate conflicts and maintain customer satisfaction.
- Maintained operational continuity across high passenger volumes by troubleshooting equipment and compliance-process issues under time pressure.

Prodigy Infotech Apr 2024 - May 2024
Software Development Intern

- Debugged and tested software modules in Python and SQL, documenting technical specifications to support clear handoff between development and QA stages.

JC Technosoft Private Limited Mar 2022 - Apr 2023
IT Support Intern

- Logged, prioritised, and resolved first-line IT tickets for hardware, software, and connectivity issues using Zendesk/ServiceNow-style workflows, escalating to specialist teams as needed.
- Standardized desktop, laptop, and peripheral configuration processes across multiple workstation deployments, reducing new-employee onboarding setup time.

Big Market - Bangalore, India Apr 2021 - May 2023
Store Assistant

- Supported daily store operations including stock replenishment, checkout assistance, merchandising, and inventory rotation.
- Gained foundational retail experience that developed time management, teamwork, and attention to detail.

Projects

Smart Blind Stick Using YOLO - Griffith College Dublin Feb 2025 - Jul 2025

- Designed and delivered a computer vision-based assistive device (YOLOv11 Nano, Raspberry Pi 4) end-to-end - from requirements to a working prototype enabling real-time object detection for visually impaired users - demonstrating independent project ownership and hardware/software integration.

Education

Griffith College Dublin - Masters in Computing Jan 2024 - Jul 2025
Grade: 2:1 (62% - Second Class Honours)

Christ (Deemed to be University), Bangalore - Bachelor of Computer Science, Mathematics and Electronics Jul 2020 - May 2023
Grade: First Class

Certifications

Technical Support Fundamentals (Google) · Introduction to Artificial Intelligence (IBM) · Programming for Everybody (University of Michigan) · Griffith College Creative Show - Smart Blind Stick Using YOLO (Griffith College Dublin)