Juan A. Boccia

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Profile

Technical professional with 10+ years of experience in the Telecommunications Industry, having recently completed a Higher Diploma (Level 8) in Computing specialising in Software Development. Experience with Python, SQL and web development, with hands-on experience developing containerized applications using Django, FastAPI, PostgreSQL and JavaScript.

Technical skills

- **Programming**: Python, JavaScript, Java, SQL, Bash
- **Backend and Web**: Django, FastAPI, Node.js, HTML, CSS, Bootstrap
- **Databases**: PostgreSQL, MySQL, MariaDB
- **Development tools**: Git, GitHub, Docker
- **Other technologies**: gRPC, Redis, REST APIs, WebSockets, Stripe API

Projects

Paper Trader

Microservices-based paper trading application for users to practise buying and selling financial assets using real market information.
• Built 3 backend services using Python/FastAPI and Node.js.
• Implemented communication between services using gRPC.
• Used PostgreSQL for persistent data and Redis for market data caching from WebSocket streams.
• Integrated external market data through a third-party WebSocket API, cached in RedisDB.
• Containerised the application using Docker and Docker Compose.
• Implemented authentication and trading functionality, including buying and selling assets.

Crafty

Full-stack e-commerce website built with Django, PostgreSQL and Bootstrap.
• Developed database-backed web applications using Django and PostgreSQL.
• Implemented AWS S3 file storage, and checkout workflow integration with Stripe.

>_ tick·it

Full-stack ticketing system built using Django, PostgreSQL and Bootstrap.
• Developed a database-driven ticketing application with user and ticket management functionality.

Certifications

• **Python**: IT Specialist – Pearson VUE (June 2024)
• **Databases**: IT Specialist – Pearson VUE (January 2023)

Education

September 2025 – August 2026 | National College of Ireland

Higher Diploma (Level 8) in Science in Computing – Software Development (First Class Honours - 84.9% avg)
Modules: Object Oriented Software Engineering, Algorithms and Advanced Programming, Data Structures, Distributed Systems, Web Design and Client-Side Scripting.

September 2024 – January 2025 | National College of Ireland

Certificate (Level 8) in Computing
Modules: Software Development, Introduction to Databases, Computer Architecture, Operating Systems and Networking.

January 2023 – April 2024 | Code Institute, Dublin

Diploma (Level 6) in Full-stack Software Development (e-commerce)
Final grade: Merit
5 portfolio projects including Django, PostgreSQL, JavaScript, Python, HTML and CSS applications.

January 2021 – November 2021 | HarvardX – EdX

CS50X – Introduction to Computer Science

Work Experience

L2 Operations SME

June 2021 – Present | eircom Limited, Dublin

• Provided 2nd level technical support to Tech Support, Customer Support and Front-line teams on mobile-related issues.
• Used **SQL** to perform CRUD operations in Billing systems and Network nodes.
• Used **Python** and **Bash** scripts for system troubleshooting and message queue management.
• Performed routine checks on ImE, a middleware tool handling CDRs.
• Preventively monitored 700+ daily port requests, 3 mailboxes and 2 ticketing queues.
• Investigated and escalated issues to Billing DevOps, network and field teams.
• Worked with other operators' PST teams regarding porting, routing, data, coverage and roaming issues.
• Combined full-time employment with part-time education for the past 4 years.

SLA Performance Manager

November 2017 – June 2021 | eircom Limited, Dublin
• Monitored and reported on Provisioning, Assurance and Availability SLA performance for eir's Regulated Access Products.
• Calculated, issued and allocated credit rebates to Wholesale customers where applicable.
• Main point of contact for Regulatory and Wholesale Product teams as SME for SLAs.
• Collaborated in business rules definition and application with internal teams, ComReg and other licensed operators.

Senior Data Reporting Analyst

October 2015 – November 2017 | eircom Limited, Dublin
• Provided Wholesale Operations with up-to-date metrics on overdue orders and faults.
• Created dashboards for Service and Operations Management.
• Developed tools for the Operations team using SQL, Excel, Access and VBA macros.

Interests and Achievements

• 2nd Place – Code Institute Hackathon, July 2023.
• Regular attendee of Wexford Tech Meetups.
• 1st Dan black belt in Taekwondo (Kukkiwon), 2016.
• Member of Courtown Sailing Club.
• Chairperson of Residents Association.