

Sean Dunbar

TECHNICAL SUPPORT EXPERT · NERD

Apartment 19, The Green, Gas Yard Lane, Malahide, Co. Dublin, Ireland

☎ 083 1366 370 | ✉ sean@sdunbar.me | 🏠 sdunbar.me | 📷 [ajubatus](#) | 📺 [ajubs](#) | 🐦 [AjubsKofi](#)

Education

Dublin Institute of Technology

Dublin, Ireland

BSc (HONS) IN NETWORKING APPLICATIONS AND SERVICES, 1ST CLASS HONOURS

Sep. 2016 - May. 2017

- Awarded Best overall Academic Performance in the BSc (Hons) Networking Applications and Services (Academic Year 2016-2017)

Dublin Institute of Technology

Dublin, Ireland

BTECH IN NETWORKING TECHNOLOGIES, DISTINCTION

Sep. 2014 - May 2016

Skills

Technical Support Expertise

Linux, Android, Windows, OSX

Programming

Python, Markdown. Minor Experience with Racket, Scheme, StandardML, Ruby

Work Experience

Google

Dublin, Ireland

INFORMATION TECHNOLOGY RESIDENT

Jul. 2017 - Present

- Provide direct and remote support for Linux, OS X, Windows, Chrome OS and Android platforms in addition to network-based applications.
- Troubleshoot Google's corporate resources and applications.
- Develop and participate in local and world-wide IT projects and initiatives, of small to medium complexity.
- Provide support for services such as video conferencing, remote access and new internal products and mobile technology.
- Analyze incoming requests and create self-service documentation for Google's internal users and the global support team.
- Work with the Linux Service Team to provide in-depth support for our Linux fleet.

Google

Dublin, Ireland

SITE RELIABILITY ENGINEER, OPS ROTATION

Jul. 2018 - Oct. 2018

- Design and implement a quarter-long project for a legacy system in Python. This project reduced toil for the team maintaining it and removed blockers on future plans for the legacy system.
- Investigate and troubleshoot bugs in a legacy system.
- Participate in discussions of project and other ongoing discussions with senior SRE team.

Qualcom

Dublin, Ireland

WORKSHOP INTERN

Jun. 2015 - Dec. 2015

- Diagnosing and repairing PCs, Printers and Servers
- Identifying failed parts for repair for replacement
- Configuring new machines for clients
- Adding new users in AD and updating emails in Exchange
- Using remote desktop software to assist end users
- Monitoring tickets through Autotask and resolving them
- Checking daily backups and collating failed backups into emails for senior staff