

# Sean Dunbar

TECHNICAL SUPPORT EXPERT · NERD

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## 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. I have worked on 2 internal programming projects. One project enabled fellow technicians to more easily understand feedback left for them. Another project updated an internal Chrome extension to view the status of our phone queues at a glance.
- 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. I have updated articles for our Linux Service Team which require in-depth knowledge of the underlying systems.
- Work with the Linux Service Team to provide in-depth support for our Linux fleet. This involves handling escalations from other techs which require more in-depth knowledge of our Linux platform to resolve.

### 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.
- Troubleshoot bugs in coordination with development teams to resolve a longstanding bug. This resulted in a massive reduction of toil for other teams.
- 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
- Configuring new machines for clients
- Adding new users in AD and updating emails in Exchange
- Monitoring tickets through Autotask and resolving them
- Checking daily backups and collating failed backups into emails for senior staff