

# 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. Create and work on bug reports to diagnose and fix long running issues.
- Develop and participate in local and world-wide IT projects and initiatives, of small to medium complexity.
- Developed python program to enable fellow technicians to more easily view and understand customer satisfaction feedback left for them. This project saved time for 100+ techs when it came to performance evaluation, allowing them to easily gather metrics in a matter of seconds.
- Updated internal Chrome extension to view the status of our phone service at a glance. This enabled techs to be able to more easily see if any calls were waiting without needing to be logged into the service.
- 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. Regularly update 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.
- Work on projects for the Ganeti SRE team in my 20% time. These projects involved creating a design document and implementing it, usually in Python.

### 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, repairing, and configuring PCs, Printers and Servers. Working through Autotask tickets and configuring AD accounts for users.
- Checking daily backups and collating failed backups into emails for senior staff

## Projects & Extracurricular Activity

### Kiwishot

SCREENSHOT UTILITY, PYTHON

- Kiwishot (<https://github.com/AJubatus/Kiwishot>) is a small utility I created for myself in Python to quickly take screenshots in an X environment and upload them to imgur.

### Internet-of-Things Plant Monitoring and Management System

COLLEGE PROJECT, PLANT MONITORING SOLUTION

- (<https://sdunbar.me/posts/final-year-project/>) This is my final year thesis for DT080B. I designed a system to monitor the moisture level, temperature, and light level of a plant pot. This involved using microcontrollers, sensors, real-time databases, and graphing solutions.