

Davitt Barry

Application Support Analyst | Full-Stack Developer

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I manage P1/P2 incidents for over 100 RELEX enterprise clients, including Lidl, Marks & Spencer, and major Nordic retailers. I came to support work from full-stack development, which helps me debug faster and understand what's actually breaking when systems fail.

CORE COMPETENCIES

Technical support	Systems & tools	Business skills
<ul style="list-style-type: none">• P1/P2 incident response• Datadog monitoring & alerting• Root cause analysis (RCA)• Hypercare support• Environment management• Customer crisis management	<ul style="list-style-type: none">• Jira & Confluence• Datadog/Grafana monitoring• Azure blob storage / AWS• ServiceNow ITSM• Linux & SQL• RELEX (Plan, Make, Connect etc.)	<ul style="list-style-type: none">• Enterprise client management• Crisis communication• Process automation design• Multi-language support (FI/EN)• Cross-cultural collaboration• AI innovation & implementation

PROFESSIONAL EXPERIENCE

Application Support Analyst | RELEX Solutions

March 2024 - Current | Helsinki, Finland

- ▶ Handle 24/7 incident response for 100+ enterprise clients including Lidl, Marks & Spencer, Dollar Tree, and Ahold Delhaize. We hit 98% SLA compliance.
- ▶ I watch Datadog alerts for environment downtime, cloud sync problems, and missing files. Average fix time is under 2 hours.
- ▶ Fix P1/P2 incidents like Full GC alerts, database connection failures, and data processing errors. These clients process millions in daily transactions, so downtime gets expensive fast.
- ▶ Joined RELEX's AI Innovation team and built an automation tool that cuts escalation summaries from 30-60 minutes down to 2 minutes. Saves the team about 44 hours weekly.

Junior Developer | Mysteorio Oy

October 2022 - September 2023 | Helsinki, Finland

- ▶ Translated between developers and business stakeholders. Made sure requirements actually made sense before anyone started building.
- ▶ Wrote technical documentation and user guides.
- ▶ Managed WordPress, Laravel, and Drupal environments. Kept uptime at 99.9%.

Service Desk Specialist | CGI

November 2021 - April 2022 | Helsinki, Finland

- ▶ Ran tier 2 support for enterprise clients. Beat SLA targets by 15% and fixed 95% of issues on first contact.
- ▶ Fixed 50+ technical incidents daily in ServiceNow.
- ▶ Worked with dev teams to spot and document recurring problems.

EDUCATION

Taitotalo | Helsinki, Finland | 2021 - 2023

Relevant coursework: System Architecture, Database Management, Web Development, Agile Methodologies, Network Administration

TECHNICAL SKILLS

Programming & scripting:

JavaScript (React, Vue, Node.js), PHP (WordPress, Laravel, Drupal), Python, PowerShell, Bash .

Data & integration:

SQL Server, MySQL, JSON, CSV/file processing, Connect platform, data pipelines, Excel advanced.

Infrastructure & cloud:

Azure (blob storage, ABS), AWS, Linux administration, Docker basics, REST APIs.

Monitoring & incident management:

Datadog/Grafana (logs, alerts, dashboards), ServiceNow, Jira, Confluence.

LANGUAGES

- English - Native
- Finnish - Fluent (Professional Working Proficiency)

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900)

ADDITIONAL INFORMATION

- Active member of RELEX AI innovation team, driving next-generation support automation.
- Active contributor to technical documentation and knowledge sharing initiatives.