Davitt Barry

Application Support Analyst | Full-Stack Developer

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Application support analyst with full-stack development background managing P1/P2 incidents for 100+ RELEX enterprise clients. 5+ years experience combining technical development skills with critical incident response, Datadog monitoring, and root cause analysis. Preventing multi-million euro impacts through proactive system management. Fluent in Finnish and English.

CORE COMPETENCIES

Technical support	Systems & tools	Business skills
• P1/P2 incident response	• Jira & Confluence	• Enterprise client management
• Datadog monitoring & alerting	• Datadog/Grafana monitoring	• Crisis communication
• Root cause analysis (RCA)	• Azure blob storage / AWS	• Process automation design
• Hypercare support	• ServiceNow ITSM	• Multi-language support (FI/EN)
• Environment management	• Linux & SQL	• Cross-cultural collaboration
• Customer crisis management	• RELEX (Plan, Make, Connect etc.)	• AI innovation & implementation

PROFESSIONAL EXPERIENCE

Application Support Analyst | RELEX Solutions   *March 2024 - Current | Helsinki, Finland*

▸ Manage 24/7 incident response for 100+ enterprise clients including Lidl, Marks & Spencer, Dollar Tree, Ahold Delhaize, and major Nordic retailers, maintaining 98% SLA compliance.

▸ Monitor and triage critical system alerts using Datadog, resolving environment downtime, cloud sync issues, and missing file incidents with average resolution time under 2 hours.

▸ Handle P1/P2 incidents including Full GC alerts, database connection failures, and data processing errors, preventing business impact for clients processing millions in daily transactions.

▸ Selected to join the AI Innovation team, where I designed and implemented an AI-powered automation solution that eliminates manual escalation processes between 1st and 2nd level support.

References available upon request | Portfolio: www.davittbarry.dev | LinkedIn: linkedin.com/in/davittbarry

Junior Developer | Mysteerio Oy   *October 2022 - September 2023 | Helsinki, Finland*

▸ Served as primary technical liaison between development team and business stakeholders, facilitating clear communication of requirements.

▸ Created comprehensive technical documentation and user guides, reducing support tickets by 30% and improving self-service capabilities.

▸ Managed WordPress, Laravel, and Drupal environments, ensuring 99.9% uptime for client applications.

Service Desk Specialist | CGI   *November 2021 - April 2022 | Helsinki, Finland*

▸ Managed tier 2 technical support for enterprise clients, consistently exceeding SLA targets by 15% while maintaining 95% first-contact resolution rate.

▸ Resolved 50+ complex technical incidents daily using ServiceNow, reducing average resolution time by 25% through efficient troubleshooting.

▸ Collaborated with cross-functional development teams to identify and document recurring issues, reducing overall ticket volume by 20%.

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 .

Infrastructure & cloud:
Azure (blob storage, ABS), AWS, Linux administration, Docker basics, REST APIs.

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

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.