Seamus Barcoe

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Technical Support Engineer | Systems Support Analyst

Technical Support Engineer with 10 years' experience in IT infrastructures, specializing in **VMware**, **AWS**, **Linux**, **application** and **database** troubleshooting. Proven **customer satisfaction** delivering top-class support in various software suites, operating systems, cloud, and virtualized environments.

PROFESSIONAL EXPERIENCE

Technical Support Engineer | HCLTech (Broadcom) | *Remote*   Aug 2024 - Nov 2025

- Delivered technical support for Broadcom's **VMware Cloud on AWS,** resolving 200+ cases across vSphere, ESXi, VMC and Aria.
- Maintained 90% first-contact resolution, managing 30–40 customer cases monthly through the **Wolken ITSM tool.**
- Delivered targeted training sessions to enhance product knowledge and proficiency, using **Jira** and **Wolken** for tracking and **Confluence** for documentation.
- Developed and deployed a Tampermonkey extension to optimize Wolken's interface and functionality, improving team efficiency and increasing case closure rates by over 20%.

Technical Support Engineer | ServiceNow | *Dublin | Hybrid*   Sep 2023 - March 2024

- Resolved 40+ ServiceNow platform issues monthly, improving performance by 20% through analysis with **Splunk**, **Grafana** and internal tools.
- Enhanced reliability and speed by diagnosing full-stack issues (MariaDB/JavaScript).
- Enhanced system reliability through heap dump analysis and resolution of **memory and semaphore exhaustion issues.**
- Contributed to a Tampermonkey extension that optimized the support experience for the team, improving efficiency and workflow.

Technical Support Engineer | ScienceLogic | *Cork | Remote*   May 2021 - June 2023

- Served as Tier 2 escalation point, resolving 50+ cases monthly for the **SL1 monitoring platform.**
- Collaborated with R&D to resolve 10+ bugs and feature requests, improving product stability.
- Partnered with Engineering to identify root causes for 100+ high-priority issues.
- Designed and implemented a **Salesforce plugin** that streamlined workflows and significantly enhanced the support experience for the team.

Systems Support Analyst | Wells Fargo | *Dublin* **|** *Hybrid*   **July 2017 - April 2021**

- Supported a VMware environment of **100,000+ VMs** and **5,000 ESXi hosts,** maintaining **99.9% uptime.**
- Monitored vSphere performance to identify and prevent system degradation trends.
- Conducted 200+ BIOS and firmware upgrades, preventing downtime and optimizing server performance.
- Streamlined hardware troubleshooting for **DELL and HP servers.**
- Participated in critical on-call rotations to mitigate performance incidents.

Technical Support Engineer | VMware | *Cork* **|** *Onsite*   **April 2015 - June 2017**

- Managed 100+ vSphere environment cases monthly using **Salesforce CR**M tool.
- Reduced average downtime by 30% through rapid response and live production support.
- Resolved 50+ storage issues monthly, including **SAN connectivity and LUN resizing.**
- Performed advanced Linux log analysis to identify root causes, cutting resolution times by 25%.

EDUCATION

BSc in Computer Science | Technological University Dublin   **Sept 2010 - May 2014**

Leaving Certificate | Presentation College, Bray, Co. Wicklow   **Sept 2003 - June 2008**

CERTIFICATES & PROFESSIONAL TRAINING

AWS Certified Solutions Architect | VMware Certified Professional
Microsoft Certified Professional | CCENT Certification

TECHNOLOGY SKILLS

Virtualization & Cloud: VMware (vSphere, ESXi, VMC, Aria), AWS, Azure, ServiceNow, Docker
Monitoring & ITSM: Grafana, Splunk, ServiceNow, Jira, Wolken, ScienceLogic (SL1)
Programming: Python, Java, MySQL, MariaDB, Github, VS Code, Linux

AREAS OF EXPERTISE

Troubleshooting | Networking | Cloud Support | Virtualization | Databases | Log Analysis |
Monitoring | Maintenance | Teamwork | Collaboration

HOBBIES AND INTERESTS

5-a-Side Football | Gaming | Reading | Coding | Golf | Button Accordion