

SAVIEO SEBASTIAN

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Edmonton, Alberta, Canada (MST)

SUPPORT ENGINEER | LINUX SYSTEMS & PRODUCTION OPERATIONS

SUMMARY

Production-focused Support Engineer with **6+ years** of experience troubleshooting Linux-based systems across healthcare SaaS, e-commerce platforms, and distributed environments. Experienced in managing customer-facing technical cases from triage through resolution, analyzing logs and database queries, supporting **CI/CD** workflows, and participating in 24/7 on-call rotations.

Strong background in **Linux** systems administration, **Git** workflows, scripting (**Python**/Bash), and cross-functional collaboration with Engineering and QA teams in high-availability production environments.

SKILLS

Operating Systems: Linux (Ubuntu, CentOS), Windows Server

System Administration & Diagnostics: systemctl, journalctl, SSH, Cron, Log Analysis, Production Debugging

Scripting & Automation: Python, Bash, Automation Scripts

Databases: PostgreSQL, MySQL (Query Diagnostics & Performance Troubleshooting)

Networking & Connectivity: TCP/IP, DNS, VPN Troubleshooting, Network Diagnostics, Zscaler, GlobalProtect

Cloud & DevOps : Git, CI/CD Pipeline, Cloud Infrastructure Troubleshooting

Monitoring & Incident Response: Production Alert Triage, Incident Management, Root Cause Analysis, On-Call Support, Incident Bridge Coordination, Grafana

APIs & Integrations: REST APIs, Integration Troubleshooting

Virtualization: VMware

Support Platforms: Zendesk, Jira, ServiceNow, Confluence

Healthcare Protocols: DICOM, HL7, RIS, PACS

Documentation: Technical Documentation, Knowledge Base Development

EXPERIENCE

Technical Support Specialist | Tier 2

Shopify – Ontario, Canada

Sep 2025 – Present

- Provide **Tier 2** technical support for SaaS platform integrations, authentication workflows, payment systems, and API-related issues.
- Manage high-volume distributed support cases within an **SLA-driven** environment using Zendesk.
- Resolved 40-60 tickets/cases weekly with **92% SLA** adherence.
- Reproduce platform defects and escalate structured bug reports to engineering teams.
- Investigate integration failures and performance-related issues through log review and systematic debugging.
- Contribute to internal documentation and knowledge base improvements.
- Collaborate cross-functionally with Product and Engineering to improve resolution efficiency.

Tools: Shopify Admin, Zendesk, Jira, Confluence, SQL (basic queries), Google Workspace, Slack

Information Systems Specialist (Infrastructure & Backend Support)

Intelerad Medical Systems Inc. – Montreal, Canada

Sep 2021 – Jan 2025

- Delivered **Tier 1 & Tier 2** infrastructure and backend support for **20+ enterprise** hospital environments across North America, Europe, Australia, and India.
- Managed ~**250+** monitoring alerts per month and 15–20 active production client cases, resolving approximately 85% without escalation.
- Performed Linux-based troubleshooting using **SSH, systemctl, journalctl, and log analysis** to diagnose service crashes, memory spikes, and database latency.
- Analyzed PostgreSQL queries and terminated **long-running** processes to restore system performance in live production environments.
- Participated in daily **Code Blue critical incident bridges**, coordinating real-time troubleshooting in high-urgency healthcare environments.
- Supported hybrid infrastructure (on-prem + cloud-integrated deployments) and VMware-based virtual environments.

- Diagnosed **VPN and network** connectivity failures (Zscaler, GlobalProtect), reducing recurring incidents by **18%**.
- Created and monitored **cron jobs**; edited **systemd** service configurations during operational fixes.
- Collaborated with **QA and Engineering** to reproduce defects and improve platform stability.
- Contributed to quarterly audit processes and enforced **HIPAA-compliant** access controls.
- Participated in rotating **24/7 on-call** schedules.

Environment: Linux (Ubuntu/CentOS), Windows Server, PostgreSQL, VMware, ServiceNow, Grafana, PACS, RIS, DICOM, HL7

Embedded Systems Support Engineer

Calko Canada Inc. – Montreal, QC

Apr 2019 – Apr 2021

- Provided Tier 2/3 technical support for **embedded** manufacturing systems and cloud backup platforms.
- Configured IP and wireless networking components for **US and EU enterprise** clients.
- Conducted system audits and cross-department infrastructure diagnostics.
- Automated QA testing procedures to improve deployment consistency.
- Assisted in integration of new platforms into legacy environments.

Software Developer / Python Engineer

Turbolab Technologies Pvt. Ltd. – Kochi, India

Jan 2018 – Nov 2018

- Built and deployed **100+** reusable **Python** automation scripts for data extraction, API validation, and workflow optimization.
- Worked with **Git**-based workflows (branching, merging, version control).
- Participated in **CI/CD pipeline** configuration and troubleshooting.
- Developed **web scrapers** and automation utilities using **Scrapy** and **Selenium**.
- Performed QA testing and API validation for internal development tools.
- Documented scripts and testing procedures for engineering teams.

Tools: Python, Git, CI/CD concepts, Scrapy, Selenium, Pandas, REST APIs

Technical Support Engineer – Intern

CodePro Systems Pvt. Ltd. – India

May 2017 – Dec 2017

- Assisted in Cisco server setup and network configuration.
- Provided remote technical support for enterprise clients.
- Configured IP and wireless network infrastructure.
- Supported basic cybersecurity implementation tasks.

EDUCATION

Attestation of College Studies – Programming & Internet Technologies

Institut Supérieur d'Informatique (ISI), Montréal

Bachelor of Technology – Computer Science & Engineering

Mahatma Gandhi University (MGU), India

CERTIFICATIONS

- Intermediate First Aid – Level C CPR
- RPAS Pilot Certificate (VLOS) – Transport Canada
- World Education Services (WES) – Verified Academic Credentials
- IELTS Academic

WORK AUTHORIZATION

- **Residency Status:** Permanent Resident of Canada
- **Location:** Edmonton, AB | Open to Remote Across Canada