

SAVIEO SEBASTIAN

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TECHNICAL SUPPORT ENGINEER | PRODUCTION SUPPORT | LINUX SYSTEMS | ENTERPRISE SAAS

PROFESSIONAL SUMMARY

Technical Support and Production Support Engineer with 6+ years of experience supporting enterprise SaaS, Linux-based production systems, healthcare infrastructure, embedded platforms, and data automation. Hands-on background in incident triage, log analysis, SQL diagnostics, API and integration troubleshooting, service health, networking, customer communication, and structured escalation. Trusted to own complex issues from initial impact assessment through recovery, validation, and documentation while collaborating with Engineering, QA, Product, SRE, and client infrastructure teams.

CORE TECHNICAL SKILLS

Support & Reliability: Enterprise SaaS support, production operations, incident response, SLA ownership, on-call, RCA, runbooks

Data & Automation: PostgreSQL, Sybase, MySQL, SQL diagnostics, Python, Bash, grep, awk, sed, Pandas, Redis

Networking & Security: TCP/IP, DNS, VPN, port testing, firewalls, SSL/TLS certificates, Zscaler, GlobalProtect

Healthcare Systems: PACS, RIS, DICOM, HL7, modality worklists, image routing, reporting workflows, regulated operations

Linux & Diagnostics: Ubuntu, CentOS, Windows Server, SSH, systemctl, journalctl, cron, process analysis, log investigation

APIs & Integrations: REST APIs, JSON, authentication workflows, third-party integrations, defect reproduction, webhooks fundamentals

Monitoring & Platforms: Grafana, ServiceNow, Zendesk, Jira, Confluence, VMware, Git, CI/CD concepts

Collaboration: Customer-facing ownership, incident bridges, Engineering escalation, QA validation, knowledge management

SELECTED IMPACT

- Owned 15-20 active production cases and approximately 250 monitoring alerts per month across 20+ hospital environments, resolving approximately 85% without escalation.
- Protected a weekend healthcare go-live by guiding remote Linux diagnostics without direct server access, isolating resource impact from a legacy cron process, and helping restore stability.
- Built and maintained 100+ Python automation and web-scraping workflows for data extraction, validation, API testing, and repeatable engineering operations.
- Resolved 40-60 Shopify support cases weekly while investigating integrations, authentication, payment symptoms, platform behaviour, and reproducible defects.

PROFESSIONAL EXPERIENCE

Technical Support Specialist, Tier 2 | Shopify - Ontario, Canada

Sep 2025 - Apr 2026

- Provided Tier 2 support for a global SaaS platform, investigating integrations, authentication workflows, payment-related symptoms, API behaviour, configuration issues, and third-party dependencies.
- Managed approximately 40-60 customer cases weekly in an SLA-driven environment while maintaining clear ownership, prioritisation, and customer communication.
- Reproduced platform defects and escalated concise evidence packages to Engineering and Product, including impact, timestamps, reproduction steps, expected versus actual behaviour, and troubleshooting completed.
- Translated complex platform behaviour into practical guidance for merchants, partners, and internal stakeholders; improved repeatability through knowledge-base and workflow updates.

Environment: Shopify Admin, Zendesk, Jira, Confluence, Slack, Google Workspace, SQL basics, REST/API troubleshooting

Information Systems Specialist, Infrastructure & Backend Support | Intelrad Medical Systems

Sep 2021 - Jan 2025

Inc. - Montreal, Canada

- Delivered Tier 1 and Tier 2 infrastructure and application support for 20+ enterprise hospital environments across North America, Europe, Australia, and India, including rotating 24/7 on-call coverage.
- Triageed approximately 250 monitoring alerts monthly and maintained 15-20 active production cases, resolving approximately 85% without escalation through evidence-led investigation.
- Used SSH, systemctl, journalctl, process and PID analysis, cron review, shell pipelines, and application logs to diagnose service crashes, memory pressure, database latency, storage constraints, connectivity failures, and workflow disruption.
- Investigated PostgreSQL and Sybase behaviour including service availability, query response, connection issues, database growth, transaction cleanup, and performance-related incidents.
- Supported PACS, RIS, DICOM, and HL7 workflows including modality worklists, image ingestion and routing, C-STORE symptoms, AutoRoute/AutoMove and prefetch queues, reporting workflows, and interface backlogs.
- Validated network paths, ports, DNS, VPN, firewall rules, and SSL/TLS certificate expiry; partnered with client infrastructure teams to isolate host, network, and application boundaries.
- Participated in Code Blue incident bridges, communicated business and clinical impact, coordinated technical actions, verified recovery, and contributed runbooks, KB content, escalation notes, and post-incident learning.
- Collaborated with QA, Engineering, SRE, and infrastructure teams to reproduce defects, validate fixes, and improve production reliability.

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

Embedded Systems Support Engineer | Calko Canada Inc. - Montreal, QC**Apr 2019 - Apr 2021**

- Provided Tier 2/3 support for embedded manufacturing systems, device connectivity, cloud backup platforms, and client deployments.
- Configured IP and wireless networking for US and EU enterprise clients; performed onsite diagnostics, deployment validation, and system audits.
- Worked alongside QA and manufacturing teams to test machine configurations, reproduce faults, validate operation under varying loads, and support integration into legacy environments.
- Automated QA and operational checks to improve consistency and reduce manual validation effort.

Software Developer / Python Engineer | Turbolab Technologies Pvt. Ltd. - Kochi, India**Jan 2018 - Nov 2018**

- Built and maintained 100+ reusable Python scripts for web scraping, data extraction, API validation, and workflow automation.
- Developed large-scale scraping workflows using Python, Scrapy, Dragline, Selenium, XPath, Redis, Pandas, and Git.
- Worked directly with client requirements, validated structured and unstructured outputs, and documented solutions for engineering handoff and maintenance.

Technical Support Engineer - Intern | CodePro Systems Pvt. Ltd. - India**May 2017 - Dec 2017**

- Assisted with Cisco server setup, wireless and IP configuration, remote user support, and basic infrastructure and security troubleshooting.

EDUCATION

Attestation of College Studies - Programming & Internet Technologies | Institut Superieur d'Informatique (ISI), Montreal | Jan 2019 - Jan 2021

Bachelor of Technology - Computer Science & Engineering | Muthoot Institute of Technology and Science / Mahatma Gandhi University (MGU), India | 2013 - 2017

CERTIFICATIONS & WORK AUTHORIZATION

Intermediate First Aid - Level C CPR | RPAS Pilot Certificate (VLOS) - Transport Canada | WES Verified Academic Credentials | IELTS Academic | Permanent Resident of Canada