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Professional Summary

Senior Support Engineer | Support Tech Lead specializing in enterprise technical support, production issue resolution, and AI application support. I focus on resolving high-stakes production issues, improving troubleshooting speed, and creating support scripts and runbooks. I have a proven track record of reducing support friction by translating technical complexity into clear documentation and customer-focused solutions.

Recognition & Awards

- **Pressure Pilot Award (Weaviate, 2026):** for steady leadership and diagnosis during critical, high-pressure incidents.
- **User Centric Award (Weaviate, 2025):** for delivering exceptional enterprise support and high-quality technical solutions.
- **Customer Champion Award (Fivetran, 2022):** for excellence in Support Engineering and dedication to customer success.
- **Teaming & Collaboration Award (Cubic Telecom, 2021):** for excellence in mentoring and training global team members and ensuring operational stability.

Work Experience

Weaviate *(Remote)* – **Support Tech Lead** May 2026 - Present

Technical lead for enterprise support across Weaviate vector database deployments. Driving technical excellence and customer success by resolving production blockers, optimizing database performance for AI applications, and scaling how the support team operates:

- Lead technical ownership for enterprise accounts, managing incidents, escalation strategy, and database upgrades through to resolution.
- Troubleshoot and resolve production issues across Kubernetes-based cloud deployments, vector database performance, and customer AI application use cases.
- Partner with Product and Engineering to translate customers feedback into roadmap input, and contribute to customer-facing improvements across the platform and support experience.
- Own the Support team's knowledge architecture, runbooks, operational documentation, and technical enablement frameworks.
- Lead infrastructure cost-optimization initiatives across production, including migrations, autoscaling, configuration, and storage optimization.
- Develop diagnostic scripts and optimization guides that improve troubleshooting speed, root-cause analysis, and customer time-to-resolution.
- Design and build internal automation, including a library of Claude Code skills for repeatable support tasks, with documented usage guidance and PII handling standards.
- Improve production observability and monitoring coverage to catch performance issues before they reach customers.
- Lead onboarding, mentoring, and technical skill development for support engineers.

Weaviate *(Remote)* – **Product Support Engineer** Nov 2023 - May 2026

Resolved production blockers and improved database performance for customer AI applications:

- Investigated and resolved complex support escalations for production AI applications, focusing on root-cause analysis, customer communication, and technical follow-up.
- Optimized Weaviate performance through vector indexing, schema, and resource configuration to improve search latency and cluster efficiency.
- Identified and resolved performance bottlenecks in Kubernetes-based clusters on AWS and GCP using Grafana and Dash0.
- Created custom diagnostic scripts to resolve technical issues, speed up root-cause analysis, and improve customer time-to-resolution.

- Reported validated bugs and feature requests to engineering based on recurring customer pain points and technical feedback.
- Contributed to internal knowledge base articles and runbooks to improve troubleshooting consistency.
- Mentored new support engineers by sharing troubleshooting practices, product knowledge, and support workflows.

Fivetran *(Hybrid)* – **Senior Customer Support Engineer** Dec 2021 – Nov 2023
Database Connectors Specialist resolving critical data pipeline issues for enterprise customers across EMEA:

- Resolved critical data pipeline escalations, helping maintain data integrity across cloud architectures.
- Executed SQL-based data changes and supported feature-flag configuration updates to resolve data connector pipeline issues.
- Accelerated the bug-fix cycle by performing Java code analysis to provide engineering with validated root-cause findings.
- Improved pipeline efficiency between RDBMS and cloud warehouses by identifying and resolving bottlenecks.
- Enhanced customer self-service by authoring technical knowledge base articles and guides to reduce recurring support requests.
- Reduced resolution time for critical bugs by managing the end-to-end escalation lifecycle between customers and engineering teams.

Cubic Telecom *(Hybrid)* – **Application Support Engineer** Oct 2020 – Dec 2021
Maintained IoT connectivity systems for global automotive customers across Europe, Asia, and the Middle East:

- Resolved software issues for global vehicle IoT systems to ensure continuous connectivity.
- Minimized service interruptions by monitoring performance and analyzing logs using Datadog and Azure Log Analytics.
- Fixed data-level blockers in Azure Cosmos DB and validated system processes using Postman API calls.
- Built internal troubleshooting guides to standardize IoT support processes.

Retail inMotion *(OnSite)* – **Technical Support Representative** Aug 2017 – Oct 2020
Provided front-line technical support for airline retail applications across global carriers:

- Resolved technical issues via phone and email while managing software configurations and access rights for end-users.
- Improved software quality by performing manual testing on Android and Windows devices and reporting bugs via Jira.

Education

- Technological University Dublin | Bachelor of Computer Engineering Technology (Distinction), 2018.

Core Competencies

- **Technical:** API Troubleshooting, Semantic Search, Cloud Infrastructure Support, Kubernetes Operations, Production Issue Diagnosis, Observability & Monitoring.
- **Operations:** Technical Support, Incident Management, Root Cause Analysis (RCA), SLA/SLO Management, Enterprise Escalations, Cost Optimization.
- **Enablement:** Technical Leadership & Mentoring, Knowledge Management, Product Feedback Loops, Process Optimization.
- **AI Tools:** Claude Code, AI-assisted troubleshooting workflows, internal automation tooling.
- **Key Tech Skills:** Vector Database, Kubernetes, Docker, AWS, GCP, Grafana, Dash0, Python, Java, SQL (PostgreSQL, MySQL, SQL Server), Data Pipelines.

GitHub & Open Source Projects

- **Weaviate Cluster WebApp:** Python/Streamlit tool for Weaviate cluster diagnostics and operations.
- **Weavy Admin**: A desktop admin app for Weaviate vector database clusters.