

Davitt Barry

Application Support Analyst | Full-Stack Developer

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Application support analyst with 5+ years of experience managing critical incidents for worldwide retail clients and driving AI-powered process automation. Currently supporting 100+ enterprise environments at RELEX Solutions while pioneering innovative solutions that save 50+ hours weekly through intelligent automation. Proven track record of preventing multi-million euro business impacts through proactive monitoring and rapid incident response. Selected for AI innovation team where I eliminated legacy manual processes, transforming 45-minute escalation workflows into automated 2-minute handovers. Expert in Datadog monitoring, root cause analysis, and managing P1/P2 incidents across global retail systems. Fluent in Finnish and English.

CORE COMPETENCIES

Technical support

- P1/P2 incident response
- Datadog monitoring & alerting
- Root cause analysis (RCA)
- Hypercare support
- Environment management
- Customer crisis management

Systems & tools

- Jira & Confluence
- Datadog/Grafana monitoring
- Azure blob storage / AWS
- ServiceNow ITSM
- Linux & SQL
- RELEX (Plan, Make, Connect etc.)

Business skills

- Enterprise client management
- Crisis communication
- Process automation design
- Multi-language support (FI/EN)
- Cross-cultural collaboration
- 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.
- ▶ Provide hypercare support for new implementations and major upgrades, ensuring smooth transitions for enterprise retail systems.
- ▶ 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, reducing a 30 - 45-minute burden to under 2 minutes and saving the team 50+ hours weekly while improving escalation quality and consistency.

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

Information and Communication Technology - Software Development

[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 .

Data & integration:

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

Infrastructure & cloud:

Azure (blob storage, ABS), AWS, Linux administration, Docker basics, REST APIs.

Monitoring & incident management:

Datadog/Grafana (logs, alerts, dashboards), ServiceNow, Jira, Confluence.

LANGUAGES

- English - Native
- Finnish - Fluent (Professional Working Proficiency)

CERTIFICATIONS & TRAINING

- 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.