

# SEAN WOMACK

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## Summary

Results-driven, adaptable and ambitious IT professional with 3+ years of experience across cloud environments, databases, and infrastructure support. Proven skills including troubleshooting complex systems, managing cloud environments, and developing clear processes and documentation. First-class Computing graduate (2021) with strong communication and teamwork skills. I am currently enjoying a career break supporting my partner with her business, but am keen to find a meaningful and relevant role to make the most of and further develop my skillset

## Key Skills & Experiences

**Cloud Deployment & Configuration** - AWS (EC2, S3, Route 53, IAM & Identity Center), Oracle OCI (IAM, Compute), Linux & Windows administration, virtualization, monitoring and troubleshooting.

**Database Administration** - Oracle 19c, MariaDB, MySQL – patching, backups & recovery, standby/DR, performance monitoring, access management, decommissioning, reporting.

**Process Development & Documentation** - SOP creation, process standardisation, technical documentation for compliance, efficiency, and knowledge transfer.

**Infrastructure & Client Support Experience** - Delivering technical support in both B2B and B2C environments via telephone, email, support desk applications, and digital workflow platforms. Skilled across a wide range of areas including software, hardware, and application troubleshooting, user management, SQL querying and scripting, network monitoring, and related IT support functions.

**OS administration** - Varying skill levels, including Linux Ubuntu, Oracle Linux, Oracle/Sun Solaris, Mint, CentOS, and Windows environments. Experience includes log analysis, monitoring and troubleshooting, user and group management, installation and config, virtualization, and service and process management.

**Diverse Tools and Applications Proficiency** - AWS and OCI dashboard and functions, Oracle OEM, SQL Developer, TOAD, DBeaver, HeidiSQL, Putty, Zabbix, Nagios, Vi/Vim, cPanel, Sharepoint, ServiceNow, Freshdesk, Confluence, O365 suite and more.

## Other Skills & Traits

- Excellent communicator
- Strong collaborative teamworker
- High adaptability
- Exceptional emotional intelligence
- Robust critical and objective thinking
- Creativity and resourcefulness
- Desire to grow, learn and develop both professionally and personally.

# Employment Experience

## **Infrastructure Support Technician** (Dairydata/Delivery Software, *Feb 2024 - Nov 2024*)

- Supported clients via telephone and ticketing system, resolving varied technical issues efficiently with tools including Freshdesk, Putty CLI, TOAD, dBeaver, cPanel, Nagios and AWS control panel.
- Rudimentary database management (MariaDB), estate downsizing and legacy database decommissioning reducing infrastructure costs and improving system efficiency.
- Gained hands-on experience with AWS cloud systems including EC2, Route 53 and Amazon S3. Successfully deployed and configured AWS EC2 instances ad hoc, enhancing scalability and reliability.
- Developed and documented deployment processes for new mobile applications, providing additional client products and services.

## **Junior Oracle Database Administrator** (Lancashire County Council, *Jan 2022 - Dec 2023*)

- Administered Oracle Database 19c, including patching, monitoring and backup operations, using tools such as Putty CLI, OEM, Oracle Dataguard, Oracle Recovery Manager, SQL Developer, SharePoint, ServiceNow
- Assisted software developers with SQL scripting tasks during application testing phases.
- Participated in large-scale disaster recovery, creating standby database instances.
- Maintained Linux CLI environments for database administration and troubleshooting.
- Applied principles of agile project management & ITIL best practices.

## **Various Roles** (*2003 - 2018*)

- A variety of roles including call centers, insurance cost adjustment, and others. These roles were vital in building soft skills, prior to embarking upon a professional career path.

# Education & Certifications

## **First Class Hons, BSc Computing** (Lancaster University via Blackburn College, *2018-2021*)

Key areas: Java OOP, databases, networking, web technologies (HTML, CSS, JavaScript), AI, Android development, IT project management.

## **Oracle Database 19c Administration Training** (Certification, The Knowledge Academy/Oracle, *Feb 2022*)

## **Oracle Database 19c: SQL Workshop** (Certification, Oracle, *Feb 2022*)

# Personal & Academic Projects

- At university, designed and built a scalable, multi-node LAMP stack using Docker containers as a proof-of-concept, compared against a physical Galera cluster
- I currently use a free-tier AWS account as a learning environment, deploying various services to gain greater understanding of cloud infrastructure - including my own personal resume website, using S3, Cloudfront and Route 53.

***References available upon request.***