

Sebastian Van Hemelrijck Noya

📍 California, United States ✉ sebastianvanhemelrijck@gmail.com ☎ 9255888430 📧 in/sebvanh

SUMMARY

Dynamic support engineer with 9+ years resolving enterprise-scale technical issues and leading critical incident response for Fortune 100 clients. Skilled in SQL, APIs, cloud (Azure/AWS), and observability tools (Datadog, Kibana). Proven track record of reducing escalations, mentoring teams, and delivering measurable uptime improvements. Seeking to bring deep technical troubleshooting, automation, and client-facing expertise into Cloud / SRE / Advanced Support roles.

SKILLS

- **Languages & Automation:** Python, JavaScript, C++, SQL, PowerShell, Bash
- **Cloud & Containers:** Azure (AZ-104), AWS, Docker, Kubernetes, Octopus Deploy
- **CI/CD & DevOps:** Azure DevOps, GitHub Actions, Jenkins, GitLab CI
- **Monitoring & Observability:** Datadog, Kibana, Grafana, ELK, Prometheus
- **Security & Compliance:** SOC 2, GDPR, ISO 27001 exposure
- **Tools & Ops:** JIRA, Zendesk, ServiceNow, Postman, SharePoint
- **Data & Reporting:** Excel, Tableau, Power BI

EXPERIENCE

SENIOR SUPPORT ENGINEER

Unily September 2021 - Present, Remote

- Resolved 200+ P1 incidents for Fortune 100 clients with **95% SLA compliance**.
- Reduced escalation recurrence by **20%** using Datadog anomaly detection and proactive playbooks.
- Cut engineering handoff time by **15%** via detailed Azure DevOps bug reports and full-stack debugging.
- Mentored 5+ junior engineers, boosting team efficiency by **25%**.
- Authored **50+ KB articles** to strengthen self-service and reduce ticket volume.

Support Engineer

DIRECT COMMERCE March 2020 - September 2021, Remote

- Implemented **automated ticket triage scripts**, reducing L1 workload by **30%**.
- Developed dashboards in Power BI to track SLA performance, providing executives with real-time reporting.
- Partnered with engineering to integrate API error monitoring into CI/CD workflows

SUPPORT ENGINEER

Jotform October 2019 - April 2020, San Ramon, California

- Solved **25+ complex front-end issues weekly** (HTML, CSS, JS), ensuring SLA compliance.
- Deployed front-end performance profiling to catch regressions before release.
- Collaborated with developers to containerize QA test environments, cutting setup time by **50%**

Project Coordinator / Web Design Specialist

Mint Design Agency October 2017 - February 2019, Remote

- Directed CRM + Scrum rollout, saving **15+ hrs/week** across teams.
- Oversaw disaster recovery implementation for 100+ users, ensuring business continuity.

Junior Software Engineer

Ritam Technologies April 2016 - May 2017, Brentwood, California

- Modernized legacy databases with SQL, boosting performance by **20%**.
- Built a tracking system using Google API + WinDev, streamlining logistics.
- Released 15+ applications across 500+ users, ensuring smooth adoption.

EDUCATION

Bachelor of Science in Computer Science

Oregon State University • Corvallis, OR • 2026 • 3.8
• Society of Hispanic Professional Engineers (SHPE) National Conference **Scholarship Winner**
• **Honor Roll / Dean's List**

Bachelor of Science in Economics

UNIVERSITY OF CALIFORNIA: SANTA CRUZ • Santa Cruz, California • 2019 • 3.7

CERTIFICATIONS

AZ-104 Microsoft Azure Fundamentals

Microsoft Learn • 2024

ITIL v4 Foundations

Axelos • 2023
