

Phil Carroll-O’Kane

Senior Support Engineer

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📍 Clonmel, Tipperary, Ireland

Professional Summary

ITIL-certified Senior Support & Systems Engineer with experience across fintech, CDN, edtech, web hosting and enterprise environments. I solve problems, triage tickets, communicate and build relationships with customers and prioritise my work.

I have played a key role in developing and improving Customer Success operations by establishing processes that were rolled out across the global support teams. I lead improvements in documentation that saw a reduction in customer response and improved overall customer satisfaction by improving CSAT score.

My structured approach was underpinned by ITIL best practices and PRINCE2 principles, ensuring clear communication, and continual service improvement as my main priorities.

Core Skills

- **Ticketing Systems:** Zendesk, ServiceNow, JIRA, Confluence, Salesforce
- **Networking:** TCP/IP, DNS, DHCP, HTTP, OpenSSL
- **Cloud Platforms:** Google Cloud Platform (GCP), AWS, Azure
- **API Management & Testing:** Postman, curl, OAuth, Enterprise SSO, JWT
- **Scripting & Querying:** Bash, Regex, Python, SQL, PowerShell
- **Collaboration & Workplace Systems Administration:** Slack, Zoom, MS Teams
- **Endpoint Support:** Hardware and Software Rollout

Professional Experience

Senior Systems Engineer 2025 – Present
RM Plc (EdTech) — UK, Remote

- Lead ITIL-aligned Technical Operations for cloud-based education platforms.
- Support large-scale cloud infrastructure and post-migration optimisation.
- Improve documentation, workflows, and service reliability.
- Partner with Engineering and Architecture teams to minimise production disruption.

Senior Support Engineer 2024 – 2025
APEXX Global (Fintech) — London

- Delivered end-to-end merchant support in regulated fintech environment.
- Led incident response and produced detailed customer-facing RCAs.
- Collaborated across Product, DevOps and Engineering teams.

- Maintained SLA adherence and high customer satisfaction.

Senior Customer Support Engineer (TLS)

2019 – 2024

Fastly (Global CDN & Edge Cloud) — London

- TLS and security implementation specialist.
- Managed production-level DNS, HTTP, CDN and certificate issues.
- Led EMEA escalations and mentorship initiatives.
- Reduced onboarding time through structured training programmes.
- Developed internal policies and knowledge documentation.

IT Support & Hosting Specialist

2016 – 2019

Navigant Consulting (Legaltech) — London

- Administered Windows and Linux server environments.
- Managed Active Directory and Azure VM infrastructure.
- Performed SQL optimisation and supported eDiscovery platforms.
- Troubleshoot enterprise hosting, DNS and infrastructure issues.

Customer Support Engineer

2013 – 2018

Blacknight Internet Solutions — Carlow, Ireland

- Administered and supported Linux and Windows hosting environments.
- Ensured high availability and SLA adherence within Ireland's largest hosting provider.
- Configured and troubleshoot DNS, email, and web hosting services.
- Performed remote server administration, security configuration and performance optimisation.
- Authored internal and customer-facing documentation to standardise operational processes.

Education & Certifications

- ITIL Foundation Certification
 - Working towards: PRINCE2, ITIL Master
- CompTIA Security+ (2021)
- BA (Hons) Photography – University of Ulster (2009–2012)