

Contact

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www.linkedin.com/in/warleycoelho
(LinkedIn)

Top Skills

Linux

Microsoft Office

VMware

Languages

English (Native or Bilingual)

Portuguese (Native or Bilingual)

Spanish (Professional Working)

Certifications

KCS V6 Practices

Warley Coelho

Highly skilled troubleshooter recognized for proactive problem-solving and quick pattern recognition, enabling rapid response to technical challenges and delivering reliable solutions that drive efficiency.

Revere, Massachusetts, United States

Summary

As a seasoned professional with extensive experience configuring infrastructure software, I specialize in troubleshooting the full stack using the Kepner-Tregoe methodology. I am comfortable working with systems across Windows, UNIX, Linux, Android, databases, batch/shell scripting, ODBC/JDBC drivers, TCP protocol, and AWS.

I can read and understand code and am developing my practical programming skills as an intermediate learner. I am actively exploring emerging technologies such as vibe coding and AI query engineering, embracing new challenges in these areas.

With strong analytical and problem-solving abilities, I excel at addressing complex software issues. I communicate clearly and collaborate well across diverse teams, taking pride in delivering exceptional customer service and maintaining attention to detail even in fast-paced environments.

Fluent in Portuguese and proficient in Spanish, I bring a multicultural perspective to my work, enhancing my ability to connect and collaborate with colleagues from around the world.

Experience

Progress

11 years 11 months

Principal Technical Support Engineer

January 2023 - Present (2 years 6 months)

Burlington, Massachusetts, United States

Senior Technical Support Engineer

August 2013 - January 2023 (9 years 6 months)

Burlington, Massachusetts, United States

As a Technical Support professional, I am responsible for providing support for OpenEdge backend products, including configuration and support for OE RDBMS, classic AppServers, DataServers, WebSpeed, PASOE Application Servers, OE Replication, Pro2, OpenEdge Management, SQL92, OE Adapters, networking, and client server connectivity in an n-tier environment. In order to effectively troubleshoot and resolve issues, I conduct research using a variety of resources, including documentation, the Knowledge Base, the bug database, and the technical and field teams via Community forums.

I possess excellent communication skills and am able to clearly and precisely communicate with customers regarding technical issues, setting expectations for callbacks and follow-up. When necessary, I escalate product issues to the appropriate product team members and log product defects and feature requests in the corresponding systems. I also work closely with Engineering to provide clear and complete information and carry out recommended diagnostic steps as needed.

In addition to my technical responsibilities, I am committed to increasing my product and procedural knowledge through self-training, work with colleagues, and experience with customer issues. I also participate in knowledge capturing, including creating new knowledge resources and updating existing ones, and review product documentation to identify areas for improvement. I am responsible for my own professional development, attending both formal and informal training to stay up-to-date on industry trends and technologies.

As a team player, I build constructive and effective relationships with my peers and communicate assertively and tactfully to resolve any conflicts that may arise.

CORT

Salesperson

September 2006 - July 2013 (6 years 11 months)

Cambridge

As a sales professional, I consistently achieved my monthly sales goals while maintaining the required profit margin. I developed new client relationships through the use of effective business proposals and quotes. In my interactions with clients, I demonstrated strong communication and negotiation skills, successfully handling client needs and objectives while also upholding the goals of the company.

New England Aquarium

Gift Shop Supervisor

2003 - May 2006 (3 years)

Boston

As a team leader, I played a key role in the selection, implementation, and training of the new Point Of Sale system. I was responsible for supervising staff, including managing daily tasks, schedules, and projects. I also demonstrated strong communication skills by effectively documenting and escalating any issues to management as needed.

Madison Park High School

Network Administrator Internship

2001 - 2003 (2 years)

Roxbury

I have received formal training in Cisco Networking (CCNA) and have gained practical experience in patch panel maintenance and installation. In addition to these technical skills, I have also demonstrated proficiency in re-imaging computers, installing new computers and peripherals, and ordering hardware parts and replacements as needed. I am comfortable working with a variety of systems and software and have experience installing and updating them as needed.

Education

Boston University

Master of Science (M.S.), Computer Information Systems / Database Management And Business Intelligence · (2015 - 2017)

University of Massachusetts Boston

Bachelor's degree, Information Technology | Systems Administrator · (2005 - 2013)

North Shore Community College

Associate of Arts and Sciences (A.A.S.), Computer Information Systems · (2007 - 2010)

Madison Park Technical Vocational High School

High School Diploma, Cisco Certified Network Associate (CCNA®) · (2000 - 2003)