

Jonathan Dibbo

Senior Software Engineer – Boomi Platform Support | SQL, API & Cloud Integration
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Profile

I'm a technically minded Senior Software Engineer who thrives in complex support and integration environments, the sort where getting a process back online under pressure really matters. My strength isn't in writing code all day, but in diagnosing root causes, restoring services, and helping customers succeed.

With a background spanning database administration, application support, and change management across both public and private sectors, I focus on practical, reliable solutions that keep systems and people running smoothly. I enjoy figuring out why something isn't working, replicating problems safely, and leaving things better than I found them.

Key Strengths

- Boomi Platform Troubleshooting (APIs, Connectors, Process Management)
- SQL & Database Integration (SQL Server, Oracle, AWS RDS)
- REST / SOAP / JSON / XML – Integration & API Diagnostics
- Cloud & Hybrid Environment Support (AWS, Azure)
- ITIL Service & Change Management Practices
- Customer Success & Escalation Ownership
- Mentoring & Knowledge Sharing Across Global Teams

Experience

Boomi | Senior Software Engineer, Support (Jan 2022 – Present)

Senior Software Engineer working in the support arm of Boomi in a customer-facing role. I like understanding why something isn't working, digging into logs, replicating issues, and finding the fix that gets customers back on track. My focus is on integrations and connectors, often working with REST APIs, databases, and cloud services.

- Diagnose and resolve complex integration issues across connectors, APIs, and databases, often under time pressure for enterprise customers.
- Recreate customer environments in controlled test setups to replicate and isolate issues safely.
- Work closely with Engineering and Product teams to identify platform bugs and suggest fixes or improvements.
- Help customers apply best-practice principles around change management and release processes (a little ITIL can go a long way).
- Mentor newer engineers, share troubleshooting approaches, and contribute to our internal knowledge base.
- Draw on my database background to troubleshoot and optimise SQL Server and Oracle connections, and occasionally offer workarounds for tricky queries.

Technical Environment: Boomi Platform, REST/SOAP APIs, JSON, XML, Oracle Database, Microsoft SQL Server, AWS (RDS, S3), Linux & Windows, ITIL, Change Management.

South West Water | Application Specialist (Feb 2018 – Dec 2021)

Worked across SQL Server and Oracle estates supporting business-critical applications (ERP, HR, Payroll, BACS, ServiceNow). A mix of database administration, application support, and release management, keeping systems stable and compliant.

- Managed SQL Server environments (HA/DR, replication, upgrades, audit compliance).
- Supported ERP systems and integrations between business platforms.
- Wrote technical documentation and internal guides for the wider team.
- Mentored new starters and supported developer enablement.

Devon & Cornwall Police | ERP Systems Analyst (Jul 2015 – Feb 2018)

Served as subject-matter expert for the organisation's ERP platform (Agresso Business World). Supported, developed, and improved system processes across HR, Finance, and Procurement.

- Led upgrade from Milestone 4 to Milestone 6.
- Delivered bespoke SQL-based reporting and data solutions.
- Managed third-party development work and internal testing.
- Provided 3rd-line ERP support and documentation.

Earlier Roles (2011 – 2015)

- **Service Support Analyst – Taurus Clearer Communication:** Gained hands-on experience in telecoms and networking, supporting business connectivity (ADSL, ISDN, MPLS) and learning proactive monitoring with PRTG.
- **Technical Support Analyst – MICROS Systems UK (now Oracle):** Supported EPOS and back-office systems for the UK fuel and retail sector. Progressed through 1st to 3rd-line roles, managing 24/7 business-critical support, SQL-based reporting, and pilot rollouts.
- **Technical Support – Toshiba (via Sitel):** Provided front-line and escalation support for Toshiba's UK systems, handling hardware diagnosis, Windows desktop support, and team floor assistance.

Education & Training

- Nexus OS – Administering Microsoft SQL Server Databases (2018)
- Toshiba CSD – Onsite Repair Training for Toshiba Laptops (2012)
- Exmouth College (1999 – 2006) – 3 A-levels and 10 GCSEs

Technical Environment Overview

- Platforms & Tools: Boomi, AWS, Azure, ServiceNow, OpenESB
- Databases: SQL Server (2000–2019), Oracle, RDS
- Languages & Formats: SQL, T-SQL, XML, JSON, REST, SOAP, Groovy (basic)
- Methodologies: ITIL, Change Management, Incident & Problem Management
- OS & Infra: Windows Server, Linux, AIX, Networking (Basic TCP/IP, SFTP, TLS/SSL)