**Bryan Green**

Technical Support Engineer

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**Career Objective**

Adaptable professional with 15+ years of experience. Proven knowledge of post-installation service, system troubleshooting, and end-user support. Aiming to leverage my skills to successfully fill technology support and administration roles within your organization.

**Work History**

**Smarsh** **March 2019 – September 2019**

*Customer Support Representative*

* Provided world class client support for a SaaS product used for financial compliance and email archiving under FINRA requirements and regulations.
* Answered, evaluated, and prioritized incoming telephone and e-mail requests for assistance from clients experiencing problems with software, networking, and other related technologies.
* Handled problem recognition, research, isolation, resolution and follow-up for routine user problems. Documented cases with detailed steps to reproduce issues.
* Worked closely with other departments in escalating and resolving issues; fulfilling all client requests, regardless of the nature.

**Tripwire Inc.** **January 2013 - July 2018**

*Managed Services Engineer II*

* Remotely managed Tripwire Enterprise file integrity monitoring and standards based policy compliance solutions for multiple Fortune 500 customers daily.
* Conducted weekly meetings with customers and stakeholders. Updated cases with them via internal ticketing system as needed.
* Analyzed solution deployments regularly. Worked with system and network administrators to optimize and improve solution performance; content updates, patching, and upgrades.
* Created automated and dynamically generated reporting on state of monitored system environments, or static reports manually on request.
* Trained Managed Services Engineers I.

**Tripwire Inc.** **January, 2010 – December, 2012**

*Technical Support Engineer II*

* Responsible for initial response to all customers inquiries via portal, email and telephone.
* Gathered initial data as well as accurately prioritized incoming cases via ticketing system.
* Performed customer advocacy follow-up and communication activities internally.
* Certified in Tripwire Enterprise Foundations**.** Trained Technical Support Engineers I.

**Highwinds July, 2003 – July, 2008**

*Network Operations Center Engineer*

* Provided customer support via a ticket, chat, and phone systems to resolve customer requests.
* Evaluated the nature of a customer's issue and either resolved it, or assigned it to the appropriate internal support team.
* Escalated urgent or advanced issues per standard operating policies.
* Monitored server farm ensuring availability according to service level agreements. Communicated and follow-up with customers within “five-nines” SLA.
* Referenced resources within and outside of the company, and communicated technical concepts to customers in a clear and concise manner.

**Certifications**

Tripwire Enterprise Foundations June 2017

**Education**

Portland Community College Computer Information Systems Vocational Certification June 2012

Paradise Valley College Desktop Support and Network Vocational Certification June 2008

North Canyon High School High School Diploma June 1995

**References**

Available upon request.