Saskya Ortega Soto

Contact

ID: 1-1396-0686

Phone:
8478-3333

Email:
Yaneska15@hotmail.com

Languages

Spanish
English

Experience

Support Engineer - 08/2018 till now
Microsoft, Azure Identity
- Provide technical support via email and phone to assist customer troubleshooting issues related to Azure Identity and Access Management for cloud-only or hybrid environment.
- Assist with basic advisory in regards of customer implementation about Azure products.
- License / Subscription management support.
- Troubleshoot object synchronization issues for Azure AD Connect and provisioning to Enterprise Applications, tenant governance and fine-grained permissions including custom roles.
- Worked using multiple resources like PowerShell, Graph Explorer, network trace collectors like Fiddler and HAR.

Netapp Support Engineer - 10/2017 to 08/2018
Convergys, Netapp
- Provide technical support via email and phone for issues related to Storage Solutions.
- Troubleshoot issues related to Snapshoot and SnapMirror and Virtualization.
- Work with Engineering in critical customer scenarios.
- Assist customer with basic implementations and guidance based on their needs.

Subject Matter Expert - 06/2014 to 10/2017
Concentrix, Cisco Licensing
- Provide support agents assistance via chat or personal regarding questions about product or processes.
- Assist on customer`s escalations for complex scenarios.
- Backlog review and action plan guidance for aged cases.
- POC for voice technologies such as Unified Communications Manager.
- Team Leader and Trainer backup.

Education

In progress, Degree or certification: Bachelor's in computer engineering, Universidad Estatal a Distancia (UNED)
2017, Degree or Certification: CISCO CCNA, Networking Engineer, Universidad Politecnico Internacional
2006, Degree or certification: Graduate in average education, Edgar Cervantes Villalta High school

References

Pamela Viales Rodriguez - IT Manager, BVmedia
Phone Number: 8317-2095

Jairo Gomez Barrantes – Support Engineer, TekExperts
Phone number: 8571-1663

Mario Elizondo Castro – Support Engineer, Microsoft
Phone Number: 8401-8347