

# Travis Trimboli

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## SUMMARY

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Accomplished customer advisor with over 8 years of experience in SaaS environments, blending strategic and technical expertise in pre and post-sales. Recognized for delivering creative, customer-centric, and outcome-oriented solutions. Passionate about building collaboration between cross-functional teams and customers to align product vision with user needs, drive innovation, and deliver exceptional value that enhances customer satisfaction and business growth.

## TECHNICAL SKILLS

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**Languages:** Python, SQL, GraphQL, YAML, Bash, JavaScript

**Development Tools:** Atlassian (JIRA, Bitbucket, Confluence), Git, Ansible, Terraform, Postman, Kubernetes, Docker

**Management:** Salesforce, Gainsight, ChurnZero, Pendo, Aha!

**Cloud Platforms:** AWS, Azure, Google Cloud Platform

## EXPERIENCE

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### • ThreatQuotient

Reston, VA / Remote

*Customer Success Engineer*

*Feb 2019 – Present*

- Guided the development of the Customer Success program from the outset with tasks including:
  - \* Advised in defining the Customer Success Engineer role and responsibilities.
  - \* Helped determine the operational, tactical, and strategic approaches applied by the team.
  - \* Introduced customer success metrics and KPIs and ways to track them.
  - \* Adapted new tools and technologies to streamline processes and improve efficiency.
- Managed North American customers, including commercial, federal, and DoD, as a trusted advisor to SMBs and enterprise-level organizations comprising the Fortune 50, 100, and 500 lists.
- Advised stakeholders from the C-Suite to the primary contributor level on developing their security operations and threat intelligence programs.
- Identified areas where CTI can play an active role in improvising organizational posture across multiple security domains from network and endpoint to the cloud.
- Actively collaborated with security teams on CTI program strategy including but not limited to: establishing intelligence requirements, creating useful workflows, broadening cross-team collaboration, executing on the implementation and integration of new tools and processes, and taking full advantage of the platform to improve decision-making in critical situations.
- Contributed to custom integration and tool development to increase customer operational efficiencies.
- Delivered security program recommendations based on established frameworks such as MITRE ATT&CK, Palantir ADS, NIST, and various compliance standards depending on industry.

### • Carbon Black

Boulder, CO

*Threat Analyst*

*Aug 2018 – Feb 2019*

- Participated in a 24/7 SOC team working on rotating schedules.
- Performed endpoint security monitoring, security event triage, and incident response for a mid-size organization.
- Collaborated with other team members and management to document and report incidents to stakeholders.
- Maintained records of investigated security events and incident response activities utilizing case management and ticketing systems.
- Took on security operations responsibilities when not on active SOC shifts, including documentation, basic malware analysis, exceptions tracking, security tool management, tuning, configuration, and metrics and reporting.
- Contributed to the development of front-end applications to support SOC team operations.

Waltham, MA

Oct 2017 – Aug 2018

*Sales Engineer*

- Configured and presented product demonstrations for prospects, customers, and partners.
- Served as a client-facing technical resource supporting the sales organization.
- Completed product RFI/RFPs for all three products as they present themselves.
- Coordinated product evaluations and proof of concepts for prospects.
- Assisted product management with documenting usability and feature feedback.
- Supported prospect and customer implementations and continued success using the products.
- Provided internal support for any troubleshooting-related inquiries.
- Examined potential threats and provided analysis on how each product would respond.

• **Fidelis Cybersecurity**

Bethesda, MD

Feb 2016 – Oct 2017

*Account Manager*

- Conducted outbound and inbound B2B prospecting by phone and email for potential Commercial, Government, Defense, and Channel clients.
- Communicated core value propositions of Fidelis products and services to C-suite individuals of all industries.
- Qualified prospects based on needs, timelines, and budgets for the outside account team.
- Accelerated prospects through the sales cycle, promoting revenue-generating outcomes.
- Attended trade shows and partner functions to represent Fidelis, showcasing product components and gathering user feedback.

EDUCATION

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• **University of Maryland Global Campus**

Adelphi, MD

*Master of Science in Information Technology; GPA: 4.00*

Aug 2017 – May 2020

• **University of Maryland**

College Park, MD

*Bachelor of Arts; GPA: 3.80*

Aug 2008 – May 2013

CERTIFICATIONS

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- AWS Certified Cloud Practitioner
- CompTIA Security+