

Travis Trimboli

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SUMMARY

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

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

• 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.
- Actively collaborated with internal teams, such as product management and engineering, to communicate customer feedback, helping contribute to continuous improvement initiatives.
- Prioritized gathering customer feedback and requirements to align product roadmap priorities with customer needs.
- Championed the improvement of customer satisfaction by creating a white-glove service offering.
- Expanded content creation through technical documentation and introduced a product, "shorts," video series.
- Provided client services centered around deployment, training, integration support, and troubleshooting.
- Contributed to the development and testing of front-end and back-end components, integrations, and other applications.

• 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

• **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

- AWS Certified Cloud Practitioner
- CompTIA Security+