

ABBAS ENGINEER

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EXPERIENCE

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| Censys Inc. | San Francisco, CA |
| <i>Senior Customer Success Engineer</i> | 2024 - Present |
| <ul style="list-style-type: none">• Serve as the technical bridge between Sales, Product, and Customer Success, leading pre- and post-sales engagements to scope solutions, deliver tailored demos, and accelerate adoption across digital-native and enterprise clients.• Architect and optimize multi-cloud deployments across AWS, Azure, and GCP, improving visibility and performance for assets secured by Cloudflare proxies, firewalls, and WAFs, while aligning configurations with Zero Trust and SASE best practices.• Develop automation workflows using Python and RESTful APIs to streamline SSO/SAML authentication, enhance telemetry ingestion into Splunk and ServiceNow, and improve operational efficiency across customer environments.• Collaborate with Security, Network, and Infrastructure teams to analyze and optimize DNS, BGP, and TLS/SSL configurations, ensuring reliability, low latency, and strong perimeter defenses for cloud-based applications.• Lead technical enablement initiatives by creating reusable scripts, documentation, and training materials that reduced client time-to-value by 40 % and scaled product knowledge across engineering and go-to-market teams. | |
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| Darktrace | Los Angeles, CA |
| <i>Senior Sales Engineer</i> | 2021 - 2024 |
| <ul style="list-style-type: none">• Partnered with clients and engineering teams to design and deploy custom integrations across complex network topologies; improved onboarding success, and accelerating time-to-value for enterprise deployments.• Served as trusted pre-sales and post-sales technical advisor, guiding security executives on adoption of Darktrace's AI-powered threat detection and autonomous response platform, accelerating sales cycles and reducing churn to influence \$4M+ in net-new business.• Led cross-regional enablement for the newly launched Attack Surface Management (ASM) product as the Subject Matter Expert, mentoring 30+ engineers and developing reusable training materials that increased adoption speed by 40%.• Translated client feedback into actionable product improvements, driving roadmap updates that enhanced integration workflows and improved customer satisfaction by 25%. | |
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| Everyset Inc. | Los Angeles, CA |
| <i>Software Engineer - Mobile App Development</i> | 2020-2021 |
| <ul style="list-style-type: none">• Sole developer tasked with rebuilding the mobile app as a cross-platform solution using React, React Native, and TypeScript, streamlining onboarding and boosting user engagement by 15%.• Redesigned core web and mobile workflows for a more intuitive UX and implemented Agile (Scrum) practices as acting Scrum Master, managing sprints via Trello to drive transparency and on-time delivery. | |

PROJECTS

- **Elite Express (Founder & Developer)** – Designed and built a mobile app for a car wash business, supporting subscriptions, location services, and promotions to streamline customer engagement and revenue growth.
- **QueuedUp (Product Manager & Engineer)** – Led product design and development of a networking app for college STEM students, managing a 4-person team and delivering 95% of backlog items per sprint using ReactJS, Redux, and Firebase.

EDUCATION

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| University of California, Santa Cruz | 2021 |
| <i>Bachelor of Science, Computer Science</i> | |

SKILLS AND TOOLS

- Programming Languages:** Java, Javascript, Typescript, Python
Frameworks & Tools: React, Node.js, Django, AWS, Kubernetes, Docker, Terraform, MySQL, Cursor, Replit