

# CHRISTINA SYMON SAMUEL

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## PROFESSIONAL SUMMARY

Technical Support Engineer with 5+ years of experience supporting SaaS platforms, enterprise customers, and developer-facing products. Proven expertise in API debugging, authentication systems (SSO/SAML/IAM), cloud infrastructure, and cross-functional incident management. Recognised for high customer satisfaction, technical depth, and ownership of complex issues from triage through resolution. Actively collaborates with engineering and product teams to improve reliability, documentation, and customer experience.

## WORK EXPERIENCE

### HackerRank

#### Senior Technical Support Engineer

07/2024-Present

- Serve as a senior escalation point for complex technical and high-priority enterprise customer issues across the HackerRank platform.
- Partner daily with Engineering and Product teams in stand-ups to perform bug triage, root cause analysis (RCA), and prioritise fixes.
- Debug API integrations, backend failures, and authentication issues using Postman, cloud-based logging like AWS, and internal tools.
- Demonstrate deep expertise in SSO, SAML, and enterprise authentication workflows.
- Create and maintain internal knowledge bases, troubleshooting guides, macros, and tutorials to reduce repeat incidents.

#### Technical Support Engineer

08/2021 – 07/2024

- Took full ownership of customer-reported technical issues, ensuring end-to-end resolution.
- Diagnosed and troubleshooted system, integration, and application issues via email and chat support.
- Followed established escalation procedures to route unresolved or high-impact issues to appropriate internal teams.
- Performed system administration tasks, including user provisioning, data extraction, outage tracking, and bug reporting.

### TrainerRoad LLC, Reno

#### Support Agent Expert

12/2019 – 08/2021

- Provided expert-level support for a SaaS fitness platform, responding to 10–12 customers daily.
- Resolved software issues via ticketing and chat while maintaining a high standard of customer experience.
- Contributed to the creation and maintenance of support documentation, FAQs, and troubleshooting guides to improve self-service adoption.

## CORE SKILLS

**Operating Systems:** Windows, macOS

**Programming & Scripting:** Python, C, Ruby, SQL, HTML5, CSS

**Cloud & Infrastructure:** AWS, Azure

**Monitoring & Data:** ElasticSearch, Looker, Redash, Uptime

**Support & Dev Tools:** Zendesk, Pylon, JIRA, GitHub, Postman, Linear

**Productivity & CRM:** Salesforce, Google Workspace, Microsoft Office, Slack, Notion

## EDUCATION

<b>MS in Computer Science and Engineering</b>	<b>08/2018 – 05/2020</b>
University of Nevada, Reno	
<b>Bachelors in computer science and Engineering</b>	<b>05/2013 – 05/2017</b>
REVA University, India	

## CERTIFICATION

<b>AWS Certified Cloud Practitioner</b>	<b>Valid till Jun 23, 2026</b>
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