

# Cristian Santiago

Technical Support Engineer / Cloud & Incident Management Specialist

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## About

Results-driven Technical Support Engineer with 4+ years of experience in incident management, cloud operations, and customer support. Skilled in troubleshooting complex technical issues, optimizing system performance, and ensuring high customer satisfaction. Proficient in tools like Jira, ServiceNow, Azure, AWS, Zabbix, and Grafana. Strong expertise in root cause analysis, change management, and process improvement. Passionate about leveraging technology to deliver reliable and efficient solutions that meet business needs and improve operational efficiency.

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## Professional Experience

### Technical Support Engineer

*Intelie by Viasat, Rio de Janeiro, Brazil (Remote)*

*May 2021 – Present*

- Managed over 100 tickets weekly using Jira and ServiceNow, reducing ticket volume by 20% through process improvements and proactive issue resolution.
  - Delivered high-quality technical support for Intelie products, troubleshooting complex issues and reducing recurring tickets by identifying root causes.
  - Monitored critical infrastructure on Azure, AWS, Zabbix, and Grafana, proactively resolving issues to minimize downtime and ensure optimal performance.
  - Assisted in creating and updating technical documentation, improving knowledge sharing and reducing ticket resolution time by 50%.
  - Supervised customer environments using Intelie Live, configuring alerts and detecting anomalies to prevent production impacts.
  - Collaborated with cross-functional teams to implement changes, ensuring smooth deployments and minimal risks to production environments.
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## Education

### Bachelor of Science: Automation & Control Engineering

Estácio de Sá University - Rio de Janeiro, Brazil

*August 2014 – July 2019*

## Skills

**Technical Support:** Python, SQL, MongoDB, Docker, Kubernetes, Linux

**Incident & Ticket Management:** Jira, ServiceNow, ITIL, Root Cause Analysis, Change Management

**Cloud & Infrastructure Monitoring:** Azure, AWS, Zabbix, Grafana, Prometheus

**Problem-Solving:** Troubleshooting, Anomaly Detection, Disaster Recovery

**Collaboration:** Cross-Functional Teams, Agile Methodologies, CI/CD

**Business Intelligence:** Intelie Live, Data-Driven Decision Making

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## Certifications & Trainings

- **MongoDB Database Admin Path (Self-Managed, 25h Course)**  
*MongoDB University, 2025*
  - **Scientific Computing with Python (Developer Certification, 300h)**  
*FreeCodeCamp, 2021*
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## Key Achievements

- **Incident Management:** Reduced incident response time by 20% and minimized recurring issues through efficient ticket management and proactive problem resolution.
  - **Cloud Infrastructure Optimization:** Successfully reduced downtime by 30% through proactive monitoring and system optimizations on AWS and Azure.
  - **Process Improvement:** Led initiatives that streamlined ticket workflows, reducing resolution time by 50%.
  - **Customer Satisfaction:** Contributed to increased customer satisfaction by delivering quick, effective solutions and consistently exceeding SLAs.
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## Languages

- **English:** Advanced (C1)
  - **Portuguese:** Native
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## Keywords

Technical Support Engineer, Incident Management, Python, SQL, MySQL, PostgreSQL, MongoDB, Docker, Kubernetes, Cloud Operations, AWS, Azure, EC2, Zabbix, Grafana, Prometheus, Jira, ServiceNow, Troubleshooting, Network Support, System Monitoring, ITIL, Root Cause Analysis, Process Improvement, Change Management, Customer Experience, Cloud Infrastructure.