First Name: Elias
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Experience

Company: Atlan
Position: Customer Experience Manager, Support and CX
Dates: January 2022 - Present

As a Customer Experience Manager at Atlan a data catalog/governance SaaS, I lead the Customer Happiness Team as the Support Lead to deliver exceptional service to our clients. I have implemented efficient procedures and best practices to enhance our support capabilities. My daily responsibilities involve handling complex client inquiries related to Atlan's APIs, SDKs, SaaS UI, data engineering integrations, data governance, and IT/Cloud setup. I communicate with clients through various channels, including email, Slack, Zendesk, and Zoom.

- Versatile expertise across various industries and domains
- Troubleshooting skills in web applications, Linux, desktop, and cloud/backend issues
- Proficiency in analyzing Kubernetes logs, network requests, SQL queries, API calls, and AWS integrations
- Effective communication of complex engineering concepts to business users and vice versa
- Practical problem-solving skills to resolve customer issues
    ### Key Accomplishments
- Implemented best practices, SOP's and automated ticket allocation systems for improved SLA compliance
- 99% CSAT score
- Mentored new team members, creating playbooks to onboard thoroughly. With continuous update to our internal docs to better self-enable and reduce reliance on the engineering teams.
- Made necessary improvements to our online documentation for easy access to relevant product information, published 60+ articles in an FAQ section
- Continuous work with CSM's, Sales Engineering, and Product Managers to win deals, renew current customers, conduct CSAT, NPS avg 8.5, and 4.52 G2 lead level scoring and sharing enhancement requests from prospects and clients.

Company: Brightcove Inc.
Position: Tier 2 Technical Support, Support
Dates: May 2019 - December 2021

At Brightcove, a leading online video SaaS provider, I served as a Tier 2 Technical Support specialist, providing L2 technical support for various products, including front-end web player development, CMS management, CDN support, SSO IDP security, and live streaming using multiple protocols.

- Administered tasks such as user and video management, online publishing, playback, CDN authentication, and content transcoding
- Provided real-time assistance during live events
- Prioritized bugs for partners and development teams to ensure timely resolution
- Identified and resolved network and JS issues
- Offered effective troubleshooting solutions to customers

Key Accomplishments
- Implemented internal client playbooks to improve team procedures and workflows.
- Achieved 98% CSAT score by simplifying live streaming and front-end publishing for non-technical users.
- Mentored colleagues and conducted interviews for Tier 1 support, tracked bugs for ongoing projects, and provided constructive feedback.
- Assisted developers by replicating their implementation with a test case and example website to troubleshoot effectively.
- Delivered top-notch customer support while showcasing deep technical knowledge to ensure customer happiness and retention.

Company: Oracle
Position: Tier 2 Cloud, Big Data, and BI Support, Global Sales Engineering
Dates: August 2015 - May 2019
Provided level 2 technical support to sales teams for various Oracle Cloud products, including Big Data, IaaS, PaaS, Middleware, IoT, and SaaS HCM.
- Collaborated with sales, development, and cloud support teams to deliver exceptional customer service and solve complex problems.
- Automated repetitive tasks including user creation, password resets, and tenant provisioning in Oracle Cloud environments.
- Developed sales demos for proofs of concept and partnered with sales teams to support revenue growth.
- Managed technical issues and provided outstanding customer service to ensure PoC satisfaction and won sales.

Technical Skills
Programming Languages:
- Intermediate level experience testing and troubleshooting SQL, Python, vanilla HTML, CSS, and JavaScript applications.
- Proficient in using REST APIs, Postman, Swagger, cURL, JSON and YAML for web application testing and API integrations.
- Experience working with Kubernetes, Docker, and cloud platforms such as AWS, Azure, GCP, and Oracle Cloud.
- Knowledge of data engineering analytics and visualization tools, including Tableau, Snowflake, MYSQL, AWS Redshift, Big Query, Power BI, Looker, and dbt.
- Familiarity with monitoring tools such as Grafana, Datadog, Ranger, Mixpanel, and Prometheus.
- Intermediate level experience and knowledge working with Linux CLI, vi, git, and bash shell scripting.
- Understanding of network troubleshooting using TCP/IP, Fiddler, and tracecert.
Engineering and Software Development:
- Intermediate level knowledge in Cloud Computing, Analytics, Big data, data engineering, data science and AI.
- Entry-level knowledge in UX testing, e-Commerce, Cybersecurity, ITIL, PMP, Product design, Program design, and project management.

Soft Skills
- Effectively troubleshoot and solve complex issues, consistently delivering exceptional customer service
- Simplify intricate concepts to facilitate understanding across diverse teams and departments
- Self-manage tasks and responsibilities, demonstrating autonomy and resourcefulness
- Collaborate seamlessly with colleagues to achieve shared goals and objectives
- Mentor and lead team members to foster continuous improvement and personal development
- Approach work with a growth mindset, committed to ongoing learning and team success

Education

- Master's in Web Technologies, Universidad Autónoma de Guadalajara

- B.S. in Mechatronics Engineering, ITESM Campus Guadalajara

Work availability:
- Available as both Full-Time Employee and Contractor
- Only Fully remote opportunities considered
- Time zone: CT UTC-6 Mexico City
- Location: Jalisco, Mexico