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Work experience

Brightcove - Sales Engineer   **April 2019 - Present**
- Took successful technical ownership on over 50 accounts, including some key customers, that required technical assistance to complete their migration from Ooyala to Brightcove.
- I do prepare and deliver technical presentations explaining Brightcove products or services to customers and prospective customers. Confer with customers and engineers to assess equipment needs and to determine system requirements. Collaborate with sales teams to understand customer requirements and provide sales support

Ooyala - Technical Support Manager   **January 2018 - April 2019**
- Improved CSAT score (from 8.0 to 9.5) and relationship with key customers by implementing and deploying a new Support program for Key customers, based on their ACV or potential ACV.
- Improved visibility from Engineering Management on platform uptime by reporting incidents on monthly basis, providing data and proposing action items to upper management.
- Started a Data analysis team to use available data on different sources to provide visibility on product issues across the company.
- Developed and promoted Technical Support Engineer into Team Lead to take over some of my previous responsibilities
- Expanded Tech Support organization to Ukrania (via outsourcing)

Ooyala - Technical Support Team Lead   **October 2016 - January 2018**
- Increased global CSAT response rate (from 3% to 20%) by implementing a new CSAT tool and deploying global best practices on case closure across team members.
- Implemented a new SME program, first locally and then globally, to improve the communication between Technical Support and Engineering/Product teams.
- Assisted with recruiting and training for a new Tech Support team based in Chennai, India
- Developed, and later promoted, 4 Tech Support Engineers Tier 1 into Tier 2s.

Ooyala - Technical Support Shift Lead (supervisor)   **March 2016 - October 2016**
- Reduced customer's escalations by implementing a handoff process to drive and track case handoff across multiple regions. This process also increased accountability on the global team.
- Acting as quality control on the support team's daily operations. Help Balance the workload evenly between on-call TS Engineers, provide training and coaching around technical or process-related issues. The first point of escalation on any support incident and facilitate communication between internal and external customers.

Ooyala - Senior Technical Support Engineer   **January 2014 - March 2016**
- Reduced escalations to Engineering as SME for Player and Mobile SDK (iOS and Android)
  - Implemented regular training sessions across the Tech Support Team
  - Opened communication channels with Product and other stakeholders to improve technical knowledge across the Tech Support organization
- Both years had the highest CSAT score (9.5), being the greater team contributor for this team's KPI
- Handled internal escalations on hard, both technical and customer handling, cases, driving them towards a resolution always with the customer experience in mind

IBM - Software Build Engineer   **January 2012 - December 2013**

- After 6 months in the team, I took ownership of the most demanding build (foundation for at least 5 major products)
- Improved build-time 30% by automating processes using ANT and Bash scripting
- Minimized dependency on developers by troubleshooting and identifying bugs and their source
- Minimized build servers manual maintenance task by automating tasks using Bash scripting

ITlligent Security - Jr. Consultant   **July 2011 – January 2012**

- Risk assessment, Penetration testing, vulnerability assessment, network monitoring at a wide number of companies from México and LATAM.

Education

2018   Management Skills Diploma   ITESO

2004-2010   **Computer Science**   Tecnológico de Monterrey, Campus Morelia.

Skills

Languages: Rest APIs, JSON, XML, Bash scripting, JavaScript, HTML, CSS, Python, Ruby, Swift iOS Dev, Android Dev (Basic)

Video: A clear understanding of OTT technologies **Advertisement**: VAST, VPAID, FreeWheel, LiveRail, Ooyala Pulse (former VideoPlaza)

Video formats: MP4, HLS, DASH, Video On Demand(VOD), Live Streaming, video processing.

Extracurricular

- DEFCON 18,19 at Las Vegas Nevada.
- Amazon Web Services - Completed Certified solutions architect associate on Udemy
- SWIFT - Completed iOS the complete iOS development App Bootcamp on Udemy
- Certifications: CEH v6 (May 2011)