Fabián Chacón Brenes

Software Engineer

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Experience:

March 2021 – Present   IBM Costa Rica

Qradar Product Engineer *(January 2024 – Present)*

- Assist Support Engineers and clients in critical cases with revenue at risk.
- Raise defects with the development team for resolution.
- Develop, commit, and release interim fixes for public use.

Qradar L2 Support Engineer *(March 2021 – January 2024)*

- Troubleshoot Qradar issues, handle customer tickets, meetings, and knowledge sharing.
- Resolve complex technical issues related to protocols, event ingestion and parsing.
- Serve as LDAP authentication Subject Matter Expert and focal point for customers and colleagues.

April 2019 – March 2021 Sykes Enterprises Costa Rica

Splunk Technical Support Engineer *(May 2020 – March 2021)*

- Design, build, support, and maintain Splunk infrastructure across Linux and Windows.
- Troubleshoot Splunk Indexers, Search Heads, Deployment Server, Clients, and Forwarders.
- Manage custom views, saved searches, and alerts based on client requirements.

Collaboration Support Agent *(April 2019 – May 2020)*

- Supported Cisco users across various collaboration tools (Telepresence, Webex, Jabber, etc.).
- Troubleshot telepresence device hardware and software with local technicians.
- Configured cloud-based (Webex Cloud) and on-prem (CUCM) applications and services.

Formal Education:

Cenfotec University (January 2022 – Present)
Bachelor of Software Development

Don Bosco Technical High School (2015 – 2018)
Electromechanics High School Level Technician
High School Degree

Certifications:

- Red Had Certified System Administrator (Red Hat – 2022)
- ITILv4 Foundation (Axelos – 2020)
- Linux Essentials 010-160 (Linux Professional Institute – 2019)

Accomplishments:

- 3rd Place Cybersec Challenge (2023)

Languages:

Spanish: Native language
English: Advanced

Technical Skills:

- Java, JavaScript, C#, CSS, HTML
- Aws, Azure Cloud, Docker, Jenkins
- MongoDB, MySQL, PL/SQL
- Linux, AD, LDAP, SSL/TLS