David Suta (He/Him/His)
Bogotá, Colombia • +57 3192346521
jdsuta@gmail.com

Results-oriented professional engineer with over 7 years of experience as a technical support engineer (TSE) and 2 as a manager. Extensive knowledge solving technical requests with enterprise customers. Adept at engaging customers and third-party providers to determine their needs, effectively communicate technical details, and implement solutions.

Professional Experience

Xpoint Technology LLC   Bogota, Colombia
Senior Technical Support Engineer   December 2022 - Present

- Designed, and developed onboarding training. Specifically created 20 pages in confluence explaining concepts and "how to do" actions

- Created an FAQ page meant to be used by the public. Currently, created 17 articles using communications skills explaining to the users how to navigate through the platform and common questions.

- Skillfully edited release notes to showcase software changes, new features, and bug fixes.

- Updated Python scripts to work with new versions of dependencies. Additionally, formalized the process to execute the scripts by creating an instructional article and commenting on the code

  APIs | SaaS | Cloudwatch | Gitlab | Postman | Zendesk | JSON | Python | JS

Twilio Inc.   Bogota, Colombia
Technical Support Engineer 3   October 2022 -December 2022
Technical Support Engineer 2   February 2021 - September 2022

- Consistently exceed key performance indicators such as customer satisfaction (4.5/5), and rapid response requirements (96%)

- Researched and developed ~8 instructional articles on Twilio products that enabled TSEs to resolve tickets 60% faster and increased customer satisfaction by 40%

- Designed and facilitated training for TSEs on topics including API, SSO, ticket handling, JSON and other technologies leading to the reduction of ticket resolution by 30%

- Created 10+ instructional videos for customers resolving tickets 80% faster and reducing the creation of tickets by 20%. So they can follow through when performing configurations with third-party services

- Lead Technically a team of 8. Providing technical feedback, trainings, onboarding and assistance

  APIs | CPaaS | SaaS | Splunk | Snowflake SQL | Postman | Zendesk | JSON | Python | Looker | AWS Cloud

Sutherland   Bogota, Colombia
Technical Support Engineer - Manager   February 2019 - January 2021
Direct Reports: 12

   ● Lead a team of 12 Technical Support Engineers to consistently meet and exceed goals regarding
     customer satisfaction 4.2 / 5 , time to resolution avg 4 days and service level agreements 92%

   ● Coordinated and delegated work assignments to resolve procedural and critical technical issues

   ● Followed up with customers to gauge their satisfaction with problem resolution
     Management | Tech Support | KPIs | Storage (NFS CIFS) | SAP

* Gap year (2018) to study English abroad

Aricel S.A.S.   Bogota, Colombia
Projects and Instruments Leader   May 2015 - January 2018
Direct Reports: 1

   ● Consistently exceeded monthly sales target goals by 30%

   ● Opened market in Colombia for instrumental and software solutions focused on the healthcare
     industry. Increased brand position by 40% compared 2014. Interacted with brands such as Genfar -
     Sanofi, Procaps, Pfizer

   ● Designed and facilitated training for the customers reducing time to live by 30% and increasing
     quality assurance in customer's facilities by 70%

   ● Implemented customer relationship management software reducing the time to create quotations
     by 40%. Additionally, this centralized the information

     Sales | Demos | Technical Presentations | SAP | Tech documentation from Eng to Spanish

Bismark Colombia S.A.   Bogota, Colombia
Production and Laboratory Engineer   October 2013 - April 2015
Direct Reports: 4

   ● Consistently exceed key performance indicators since the beginning of the position (23 months).
     Product deliverability 93% and service level agreements 91%

   ● Created electronic device that helped customers to troubleshoot their devices and therefore helped
     reduce tickets created with support by 20%

     Tech Support | Production Configuration

Education

Universidad de San Buenaventura   Bogota, Colombia
Postgraduate Diploma in Automation of industrial processes   May 2015

Universidad de San Buenaventura   Bogota, Colombia
Mechatronics Engineer   October 2014

BPP University   London, UK
Academic English   Jan - Nov 2018

Certifications

AWS Cloud Practicioner
AWS Cloud Quest: Cloud Practitioner
Currently Finishing CS50 Skills acquired: HTML, CSS, JavaScript, AJAX, Python, C, SQL, Flask, Jinja
Bootstrap, Jekyll, Git

Projects

Agrosense: HTML | Bootstrap | JS | SQL| APIs | Flask | Sendgrid API | Intel Galileo (Arduino based
board)

Language and Interests

Fluent in English and Spanish
Photography | Gym | Technology