Ion Sabatico Leander, TX

SUMMARY

Seasoned IT Professional with 15+ years of proven hands-on and team-leading background.

Project portfolio: <https://sabatico.us>

PROJECTS

* DLP TESTING AND TEST AUTOMATION TOOL ([www.dlpprobe.com](http://www.dlpprobe.com)) - 2024
  + Concise, tailored, easy to use website for DLP professionals. Ensures quick ad-hoc testing and provides endpoint automation means for scheduled jobs.
  + Impact: Public project, hundreds of visits per day.
  + Used: Python, Flask, Fast API, SQL Alchemy (Postgres), Electron, Selenium WebDriver, vanilla JS
* FORCEPOINT APPLIANCES MANAGEMENT TOOL (for FP TS teams use) - 2023
  + Feature rich web server with means for centralized appliances management. Ansible like. Leverages SSH to interact with remote systems.
  + Impact: 80+ TS team’s users, can reduce remote sessions by 40-60%
  + Used: Python, Flask, Celery, SQLite, vanilla JS
* PRIVATE TUTORS' ASSISTANT ([www.logoped.tptexas.us](http://www.logoped.tptexas.us)) - 2022
  + Tailored portal for private tutors. Easy students scheduling, homework planning and payments tracking.
  + Impact: Private project used as main planning and operations tool for a tutoring company.
  + Used: Python, Flask, MongoDB, Babel, S3 storage
* FORCEPOINT ENDPOINTS TS TOOL (for FP TS teams use) - 2022
  + Windows native app that helps quickly troubleshoot Forcepoint DLP Endpoints. Logs parser, config management, services checks, etc.
  + Impact: 80+ TS team’s users, can reduce remote sessions by 15 - 30%
  + Used: Python, Tkinter, SQLite

TECH STACK

Python: Flask, Jinja2, SQL Alchemy, Fast API, Electron, Babel, Selenium, Tkinter

Databases: MSSQL, MongoDB, SQLite, PostgreSQL

Front: HTML, CSS

EXPERIENCE

**Senior Technical Support Engineer**  May 2019 to Present

Forcepoint LLC Austin, TX

Achievements:

* Successfully maintained 100% positive CSAT for the past 5 years.
* Only US TS engineer to be awarded Forcepoint Circle of Excellence award. (2023)
* Achieved 120% of personal goals in EACH of the last 4 years.
* Member of product release committees

Responsibilities:

* Provide superior customer service by performing effective troubleshooting and resolving complaints/queries.
* Facilitate technical escalations, pre-sales, and professional services delivery.
* Consult on product’s architecture, configuration, and tunning.
* Provide designated support services for the biggest strategic customer ensuring business comfortable business temperature.
* Manage hiring process by screening resumes, selecting candidates, and conducting interviews ensuring the attainment of top-caliber candidates.
* Assist new team members in onboarding and provide mentorship.

**B2B Large Accounts Sales Team Manager** Oct 2016 to Feb 2019

Orange S.A. Moldova

Responsibilities:

* Lead a team of great B2B sales professionals at the biggest Telco provider in that country.
* Planned sales, set targets, worked on business cases and team bonus strategies.
* Helped team members with closing or churn retention.
* Hired and onboarded new team members.

ADDITIONAL EXPERIENCE

Orange | **M2M and IoT Product Manager (TTM)** | 2013 - 2016

* Guided through all the phases of the Time-to-Market process and released 2 M2M products.
* Provided budgeting and business plans, presales, sales, and post-sales strategies.

Medpark International Hospital | **IT Manager** | 2010 - 2013

* Planned and built the IT ecosystem of a newly constructed hospital.
* Hired, trained, and managed internal IT team.

CORE COMPETENCIES

Technical Support, Data Security Management, Full Stack software development, Product Management, Team Management, Attention to Detail, Problem Solving, Logical Analysis, Reporting and Planning

TECHNICAL SILLS

DLP, CASB, Email Security, ZTNA, SQL, Python, REST API, HTML, CSS, SQL, XML,JSON, Windows Server Administration, Networking, VPN, Linux, Jira, Sales Force, Confluence, Visual Studio Code, GitHub

EDUCATION

Bachelor of Science in Computer Systems Engineering, Free International University of Moldova, Moldova

Certifications: CCNA (outdated), SCRUM Master (outdated), CISSP (in progress)

Languages: English, Romanian, Russian, French

LINKS

<https://sabatico.us>

<http://linkedin.com/in/sabatico>