**Ion Sabatico** Leander, TX, 78641

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**Seasoned IT Professional with a proven hands-on and team-leading background**

* **Data Security Onboarding Facilitator** - Over the past 2 years, assisted various IT and DS teams in adopting Forcepoint DLP, CASB, and Email Security products.
* **Senior Technical Support Engineer** - For the last 4 years, provided high-level and senior technical support, serving as the designated TS engineer for strategic accounts.
* **Team Leader and Communication Facilitator** – Over 5 years of experience in team management positions (Sales and IT)
* **Automation and Optimization Enthusiast** – Using Python with full stack development to automate or ease team operational tasks.

***Learning at the moment***

* **CISSP and CompTIA Sec+ ( actively preparing for exams)**
* **Python + algorithms**

***Work Experience***

**Forcepoint, Austin TX**

***Senior Technical Support Engineer*** 12.2021 - Present

*Achievements*:

* in Dec 2023 released www.dlpprobe.com (including endpoint)
* **Developed** and shared a technical support routines automation application (Python, Tkinter) to streamline Team's effort in troubleshooting Forcepoint’s DLP Endpoint product.
* **Developed** troubleshooting automation tool for Forcepoint’s network gateway products.
* Maintained a 100% positive CSAT for the past 4 years and counting.
* Achieved 120% of personal goals in EACH of the last 4 years.
* Proud member of Company's Circle of Excellence 2023

*Responsibilities*:

Provide Designated Technical Support for strategic customers.

Troubleshoot and tune the Forcepoint Data Security product suite.

Consult on product implementation and configuration best practices.

Facilitate communication between customers and internal Engineering teams.

Interview, Tutor, shadow, and train onboarding peers.

Maintain and enrich Knowledge Base.

Actively involved in product release committees.

*Skills and Knowledge*:

Data Security policies architecture, implementation, testing. (DLP, CASB, DAR)

Full-stack Python development for automation and troubleshooting purposes (Python, Flask, Tkinter, SQL Alchemy, REST API).

Network administration and troubleshooting, packet analysis.

Extensive log analysis experience with Apache/Tomcat microservices.

Installation, management, and troubleshooting of Linux-based appliances.

SQL querying for reporting and troubleshooting purposes.

Active Directory GPO and Asset Management.

**Forcepoint, Austin TX**

***Technical Support Engineer III*** 05.2019 - 12.2021

*Responsibilities*:

Provide high-level technical support to major enterprise customers.

Assist in troubleshooting product-related services and help plan or scale customers' DLP infrastructure.

Offer expertise in data security policy best practices.

**Orange, Moldova**

***B2B Large Accounts Sales Team Manager*** 10.2016 - 02.2019

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.

**Orange, Moldova**

***M2M\IoT Product Engineer*** 08.2013 - 10.2016

Researched, selected, and provided through TTM process 2 M2M\IoT Telco products.

***Medpark International Hospital, Moldova***

***IT Manager*** 08.2010 - 08.2013

Built the IT infrastructure from the ground up.

Led a team of IT Administrators for the next 3 years.

Administered equipment and systems like routers, switches, phone station, application, and BD servers

Lead a team of software development engineers to develop an in-home HIS.

0% downtime during 3 years.

***Governmental center of special telecommunications, Moldova***

***Networking and Data Security engineer*** 2006 - 05.2010

Networking and KPI Infrastructure administration.

***Education***

BS in Computer Systems Engineering, 2006, Free International University of Moldova, Moldova

***Tools and skills used:***

Forcepoint DLP Network and Endpoint protection, CASB, BitGlass, Email Security, Zero Trust access management, SQL scripting, Windows Server Administration, Cisco Firewalls, Routing, Switching, VPN, CentOS, Jira, Sales Force, Confluence, Visual Studio Code, MSSQL Studio, GPT prompt engineering, agents chaining

***Actively Emerging skills:***

Python full stack development (Tkinter, Flask, REST API)

Ongoing CISSP/CompTIA Security+ certification effort

Outdated certs: CCNA, SCRUM Master