Taylor Duarte-Yurev

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IT Support Specialist | SaaS Support Engineer | IAM / Cloud Support

CompTIA A+ (Active) • CompTIA Security+ (Active) • Bachelor Degree in Economics & Finance

More than 6 years of experience supporting cloud-based applications, identity platforms, and enterprise end-user environments. Skilled in troubleshooting across Windows/macOS, SaaS platforms, SSO/MFA, IAM access requests, cloud integrations, and Tier 2 technical issues. Strong analytical communicator with a track record of fast resolution times, high CSAT, and cross-team collaboration with engineering, security, and DevOps.

Currently studying: **AWS Solutions Architect Associate (SAA-C03)**

CORE COMPETENCIES

• **SaaS Technical Support:** APIs, integrations, logs, error triage, browser debugging
• **IAM & Security:** Okta, Entra ID (Azure AD), MFA, SSO, RBAC, access reviews
• **Cloud Concepts:** AWS basics, EC2, S3, IAM fundamentals, CloudWatch (basic)
• **IT Support:** Windows/macOS support, device troubleshooting, account provisioning
• **Tools:** Jira, Zendesk, Freshdesk, Salesforce, Splunk (basic), Postman, Confluence
• **Networking:** VPN, DNS, DHCP, TCP/IP, SSL
• **Methodologies:** ITIL practices, SLA management, KB documentation
• **Soft Skills:** Clear communication, incident ownership, customer empathy, root-cause mindset

PROFESSIONAL EXPERIENCE

SaaS Technical Support Engineer (Tier 1 → Tier 2)
LinkNeural Software, Palo Alto, CA (Remote) • Mar 2023 - Present

LinkNeural provides cloud-based file management, storage, and identity-integrated collaboration software used by 20,000+ customers.

- Provide technical support for **SaaS application issues, authentication failures, integrations, API errors, and sync conflicts** across Windows, macOS, iOS, and browser environments.
- Troubleshoot **SSO/SAML/SCIM provisioning**, MFA failures, and access issues involving **Okta, Azure AD, Duo**, and Google Workspace.
- Use **Postman**, HAR logs, and product logs to reproduce and isolate product defects; escalate to Engineering with documented steps, expected vs actual behavior, and logs.
- Maintain **95–98% CSAT** while resolving **30–45 tickets/day** with an average response time under 20 minutes.
- Collaborate with Product and DevOps during major incidents; assist with **customer communications, impact assessments, and post-incident reviews**.
- Authored **40+ knowledge base articles** used internally and externally; reduced repetitive tickets by 18% in Q3 2024.
- Participated in a cross-functional initiative migrating customers from legacy identity providers to modern **SSO/SAML** configurations.

Key Achievements:
- *Promoted to Tier 2 after 9 months due to strong technical accuracy and customer satisfaction.*
- *Selected to train new hires on API troubleshooting and identity authentication workflows.*
- *Received 2024 "Customer Impact Award" for resolving a critical SSO outage affecting 300+ enterprise users.*

IT Support Specialist (Hybrid)
LinkNeural Software, Palo Alto, CA • Jan 2020 - Feb 2023

- Supported 600+ users in a mixed Windows/macOS environment using Jamf, Intune, and Entra ID/Active Directory.
- Handled identity lifecycle tasks: onboarding, offboarding, access requests, role changes, and MFA enrollment.
- Troubleshot connectivity issues, VPN, DNS, wireless authentication (802.1X), and SSL errors.
- Resolved Microsoft 365 issues (Outlook sync, Teams connectivity, OneDrive conflicts) with a high first-contact resolution rate.
- Managed hardware imaging, device deployment, laptop rebuilds, and BitLocker/FileVault encryption problems.
- Assisted InfoSec during phishing investigations and basic EDR alert triage (SentinelOne).

- Reduced ticket backlog by implementing a triage priority system that cut SLA breaches by 30%.

Key Achievements:
- *Consistently ranked among top 3 techs by CSAT and SLA compliance.*
- *Created onboarding documentation that standardized new-hire device setup and cut onboarding time by 25%.*

Technical Support Analyst (Contract)
Enterprise Network MSP, Albuquerque, NM • Jul 2018 - Dec 2019

- Provided remote and onsite support for 30+ small business clients across industries including legal, retail, medical, and e-commerce.
- Troubleshot Windows 10, printers, network connectivity, VOIP phones, and Office 365 tenant configurations.
- Managed user provisioning, shared mailbox configuration, distribution groups, and calendar permissions.
- Configured VPN clients (OpenVPN, Cisco AnyConnect), DNS settings, and basic firewall rules under supervision.

Key Achievements:
- *Completed 1,800+ tickets with 96% customer satisfaction.*
- *Recognized for rapid troubleshooting and clear customer communication.*

CERTIFICATIONS

- AWS Solutions Architect Associate (SAA-C03, In Progress)
- CompTIA A+ (V15, Active)
- CompTIA Security+ (V7, Active)
- Platform Automation and DevOps - Dec '23 - Juniper Networks
- Data Science Professional Certification - Oct '22 - IBM
- AI in Healthcare Professional Specialization - Feb '21 - Stanford University

EDUCATION

Bachelor of Arts in International Economics & Finance
Toronto Metropolitan University - Toronto, ON
Graduated: May 2014 with a minor in Spanish Language

Relevant coursework: Stats, Econometrics, Database Systems, Risk Analysis, Game Theory, Law

TECHNICAL SKILLS

- **Platforms:** Windows 10/11, macOS, Linux (basic)
- **Cloud:** AWS (EC2, IAM, S3, CloudWatch), Azure AD/Entra
- **Identity:** Okta, Duo, SAML, SCIM, MFA, RBAC
- **Networking:** DNS, DHCP, VPN, TCP/IP, SSL, NAT
- **SaaS:** Microsoft 365, Google Workspace, Zoom, Slack
- **Tools:** Jira, Zendesk, Salesforce, Jamf, Intune, Postman, Splunk (basic), GitHub
- **Scripting (basic):** PowerShell, Bash fundamentals

SELECTED PROJECTS

Mini Cloud Lab (Self-Study)
- Built an AWS lab with EC2, S3, IAM policies, and CloudWatch alerts.
- Implemented S3 static site hosting and IAM least-privilege roles.
- Deployed test API using Lambda + API Gateway (guided labs).

Identity Automation Lab
- Configured Okta → AWS SSO integration for practice tenants.
- Practiced SAML flow debugging using browser developer tools.

ADDITIONAL DETAILS

- Fully remote-capable (quiet home office) for supporting distributed teams across multiple time zones.
- Excellent written communication and attention to detail for tickets and documentation.