TRINIDAD J. GAYTAN

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Technical Support Engineer with 8 years of experience supporting enterprise software products in customer environments. This involves troubleshooting software and performing log analysis in high pressure scenarios where production systems are impacted and working with development to identify root cause and provide business level solutions.

EXPERIENCE

Technical Support Analyst – **BMC Software**   January 2019 – Present
- Provided Enterprise level support of Control-M Workload Automation Software for global customers
- Handled critical production issues by troubleshooting over a live session and identifying issues with software/system configuration, network, or database
- Subject Matter Expert on Control-M Automation API which allows users to integrate into Control-M using REST API
- Subject Matter Expert on Control-M Web Services which allows users to integrate their REST applications to Control-M
- Selected to be a member of a team coordinating customer facing webinars after leading successful sessions [1] [2] [3]
- Reviewed and published knowledge articles created by engineers and ensured the articles meet our standards
- Worked with Research & Development to report and prioritize defects
- Closed 468 customer cases in 2022 while maintaining a 94.12% cSat

Technical Support Engineer II – **Forcepoint**   July 2017 – December 2018
- Mentored and provided technical knowledge to engineers requiring assistance with support calls
- Served as a point of contact for escalations from managers
- Provided B2B support for SaaS proxy
- Used interpersonal skills to set customer expectations and deescalate scenarios where customers are frustrated

Associate Technical Support Engineer – **Forcepoint**   October 2014 – July 2017
- Provided B2B support for cyber security software designed to filter HTTP/HTTPS/FTP traffic via a proxy
- Assisted customers with configuring the proxy to transparently identify all their Active Directory users via Kerberos
- Used Wireshark to analyze packets in customers' network and identify network issues
- Used SQL Server Management Studio to execute queries against the reporting database when reports failed to run

EDUCATION

Bachelor of Science, Mechanical Engineering   May 2014
The University of Texas at Austin

SKILLS

- Application Troubleshooting
- REST API
- Active Directory
- PostgreSQL, Oracle, MSSQL
- RHEL
- SSL
- Zoom/Skype/Microsoft Teams/WebEx

- Log Analysis
- Wireshark
- High Availability
- Forcepoint Secure Web Gateway
- Knowledge Capture
- Control-M
- Salesforce

CUSTOMER FACING WEBINARS

[1] Connect with Control-M: Activating Communication with Microsoft Active Directory over SSL
[2] Connect with Control-M: Control-M/Enterprise Manager Internals
[3] Connect with Control-M: Managing Alerts