Tristan Conde
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PROFESSIONAL SUMMARY

Versatile and adaptable IT professional with hands-on experience in technical support, business analytics, service enablement, and business intelligence across SaaS platforms as well as Fortune 500 and educational environments. Proven ability to identify and resolve complex technical issues, deliver data-driven insights, and streamline workflows through automation and SOP documentation. Advocate for cross-functional collaboration. Showcases expertise in customer-facing support, SQL, and data visualization programs such as Power BI & Databricks. Adept at displaying and explaining technical and business perspectives to push forward data-informed decision-making and improve end-user or business experience.

CORE COMPETENCIES

- Support Engineering & Troubleshooting
- Creative/Logical Problem Solving
- Business & Data Analysis
- BI Reporting
- SQL Query Development
- Documentation & SOP Creation
- Escalation Management
- Project Coordination
- Data Visualization (Power BI, Tableau)
- Service Enablement Strategy
- Agile/Scrum Methodologies
- Easily Adaptable
- Teamwork
- Time Management
- Knowledge Sharing

TECHNICAL SKILLS

Systems & Tools: Windows, macOS, SCCM, Active Directory, Trello, Slack, Zoom, Azure DevOps, Confluence, ServiceNow, Zendesk, DBeaver, Loom, Visual Studio, Splunk, DataDog, Jira, Adobe Creative Cloud
BI/Analytics: Power BI, Tableau, SQL Server Management Studio, Microsoft Excel, Microsoft Access, Databricks
Languages: SQL, HTML5, CSS (Advanced); Python, ffmpeg (Intermediate); VBA, Powershell, Stata, SAS, API (Novice)

PROFESSIONAL EXPERIENCE

Atlassian — *Remote*
 Support Engineer III – Loom (Secondment) | *Jan 2025 – Aug 2025*

- Joined a secondment with a newly acquired team and was a first cross-collaboration secondment across teams.
- Handled high-complexity internal escalations and enterprise-level support tickets.
- Assisted in SLA optimization initiative using ticket complexity data; ultimately contributing to improved escalation workflows.
- Authored several SOPs for Support Members to increase efficiency within daily operations.
- Mentored and trained a cohort of 10 support engineers.
- Assisted with testing for new ticketing systems alongside engineers and product team.

Support Engineer III – Trello | *Oct 2024 – Jan 2025*

- Resolved complex issues for global customers, primarily enterprise-level clients.
- Handled high-complexity internal escalations to their conclusion.
- Coached engineers to improve CSAT; built SQL-based dashboards to report on engineer metrics to help them grow.
- Led analytics-driven projects to deliver user insights to product and development teams.
- Owned escalations and ticket queue health; developed SOPs to standardize support workflows.
- Shared customer insights with development and product management teams, prioritizing customer feedback and highlighting actionable ideas.

Senior Support Operations/Enablement Analyst (Secondment) | *Aug 2024 – Jan 2025*

- Short-Term project selected by upper management to lead the analytic side of things for a project related to company-wide OKRs.
- Extracted and transformed support data using SQL; built dashboards to support executive planning.
- Partnered with enablement engineers on data accuracy and reporting structures.
- Standardized reporting templates and created new performance SOPs for engineering teams.
- Created two major artifacts to be presented to executive level members.
- Project was then presented to the Head of Support for new OKRs and was approved.

Support Engineer II – Trello | *Aug 2022 – Aug 2024*

- Resolved complex issues for global customers, including enterprise-level clients.
- Collaborated on SQL dashboards with BI teams to track KPIs and support metrics.
- Wrote internal documentation and contributed to feature improvements..
- Maintained high CSAT and NPS by providing personalized, solution-oriented support, achieving highest surveys and promoters for all of Atlassian for FY24.

- Actively shared and identified customer insights, trends, and bugs with development and product teams.

Quad/Graphics — *Remote*
Software/Systems Analyst | *Mar 2022 – Aug 2022*

- Performed code reviews and supported custom database editing and reporting.
- Used SQL to generate business-critical reports for companies and collaborated with developers.
- Participated in daily agile standups, aligning on sprint goals and deliverables.
- Provided technical support when needed, which sometimes involved committing and editing databases with thousands to millions of records inside.

University of North Texas Health Science Center — *Fort Worth, TX*
IT Specialist | *Mar 2018 – Mar 2022*

- Troubleshoot hardware, software, general issues, and repair computers for all faculty and staff
- Built and managed a knowledge base, creating and maintaining 25+ SOPs and training documents, as well as templates for future reference, resulting in streamlined Help Desk workflow.
- Actively participated in team meetings, sharing knowledge and insights, and fostering a collaborative work environment to deliver exceptional technical support services.
- Contributed + assisted in project coordination to major IT projects with the Systems Admin and Help Desk Director.
- Queried SCCM data to aid in software deployment/testing and endpoint compliance tracking.

Texas A&M University – Kingsville — *Kingsville, TX*
Helpdesk Technician | *Mar 2016 – Dec 2017*

- Investigated unique Software and Hardware issues to identify troubleshooting methods
- Created Access-based inventory system for 2,000+ computers, allowing a new way of inventory management for non-management technicians.
- Drafted 15+ SOPs and led a campus-wide security initiative during the WannaCry outbreak.

EDUCATION

Master of Science in Information Science (MSIS)
University of North Texas – Denton, TX | *GPA: 4.0* | *May 2022*

Bachelor of Business Administration in Computer Information Systems (BBA-CIS)
Texas A&M University – Kingsville, TX | *GPA: 3.93 | Dec 2017*