Moises Brenes Gomez

Industry

IT Ops | Performance| Server

Designation

Sr Technical Support Engineer

Contact

📞 +506 8577 9007

✉ brenesmoises@gmail.com

🌐 Cartago, Costa Rica

💻 https://moises.sgmd21.com/

⚹ LinkedIn

Technical Skills

- Operating System Performance
- Escalation and defusing expert
- GCP, AWS strong knowledge
- Network routing and switching
- Endpoint administration
- Intune/AAD/AD Administrator
- NET/ETL, Log and Event analyzer on Windows and Linux OS
- Custom scripts development
- ProcMon, ProcExp, WinDBG, LiveKD, Debugging nested cloud VMs, htop, vim, WSL, WSLg, Shell
- Internet Information Services IIS

Profile

Tier 3 Sr Technical Support Engineer professional with a background in account management, technical IT support, customer service, and leadership.

Over 10+ years of experience in developing, maintaining and supporting IT solutions. Excellent problem-solving, strong leadership skills, interacted with multi-national, multi-cultural clients with excellent feedback outcomes

Clear thinking, team player, self-starter and ability to articulate ideas of improvement in difficult situations, defusing client escalations. Capable of working independently and to motivate a team of professionals. Expertise in agile and ITIL process improvement and methodology.

Passion for building relationships of trust with customers and clients, helping them assess and meet their needs through top-of-the-line client relation, business development and team building.

Work Experience

Windows Performance Senior Technical Support Engineer

At Persistent Systems ltd. for Microsoft Inc.   APR 2022 – Jun 2023

- Deep performance/resource monitor analyst on cloud and on-premise infrastructure.
- Supporting performance, shell and processing/memory issues on Windows OS
- Handle critical situations and solve issues live, following up cases as per customer required.
- Root Cause Analysis provided to customers to establishing real deadlines with empathy to solve problems, Dynamics 365 SLA management 100% KPI (95% target for team)
- Script development for situational issues and query compilation on MS SQL and monitoring performance on databases and Web Apps with IIS.
- Application and WebApp logs analysis, kernel and user space debugging, registry, event logs and process dissection deep analysis

Machine Learning Data Analyst

At AWS   OCT 2018 – APR 2022

- Linux AL2 EC2 updating packages, htop, vmstat, free, etc. for monitoring performance and GPU monitoring analysis.
- Monitoring servers and systems performance with SolarWinds (Alt Nagios)
- Access network VPN or proxy to SSH connections between machines for access to affected databases
- Developing Tableau dashboards for projects with production or critical data along with DevOps Team.
- Web app/app logs analysis, kernel and user space debugging, registry, event logs and process dissection deep analysis.

Technical Contract Analyst

At Hewlett-Packard Enterprise   SEP 2015 – OCT 2018

- Strong experience in technical area creating and analyzing POs.

- Customer Success Technical Management

- Booking cloud and support technical services to companies globally, establishing contracts.

- Jira OLAs monitoring on team's queue, follow-up cases and projects regarding customers issue/escalation through Slack.

- SAP cloud and ERP analyst, quoting expert on technical support for high profile customer

Jr. Helpdesk Technical Support

At Kimberly-Clark   JAN 2013 – SEP 2015

- Proven track record of high customer satisfaction ratings in customer or technical service role.

- Advanced use of administrator level tasks with Linux operating systems, including: RedHat, CentOS, Ubuntu, and SUSE.

- Practical knowledge of TCP/IP (OS, firewalls configuration) and networking configuration / troubleshooting (NAT, ports, DNS, iptables)

- Top Performer on CS satisfaction KPI

- Virtualization technologies: VMware ESX(i), Microsoft Hyper-V, Nutanix AHV

- Strong written and oral communication skills.

- Technical troubleshooting experience in a role where problem resolution skills were required