

RENE FIGUEROA

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Summary

Fast learner, self-motivated, and gritty Technical Solutions Engineer who is ready to help others through innovative technological solutions. Proven track-record of scaling support solutions for start-up products from \$XM to \$XXXM.

Skills

- Python, C++, Golang
- SecOps Systems
- GCP technologies
- Linux/Docker/Gemini
- Solutions Engineering Support SME
- Trustworthy Team Member
- Product Development
- Technical Troubleshooting and Scaling

Work History

Senior Technical Solutions Engineer, 04/2020 to Current

Google – Sunnyvale, CA

Make sure our customers can access and use [Google Security Operations](#) with ease. Joined the team as a junior engineer during early stages back in 2020.

- Led the merger from the supportability and reliability perspective of 2 acquisitions to join Chronicle to form the Security Operations (SecOps) suite.
- Leads SecOps SIEM supportability initiatives in order to minimize contact rate by 25% and increase team's productivity by 25%.
- Acts as liaison between developers, product managers, and customers to resolve critical issues.
- Provides technical support to medium-sized and enterprise customers with anything that might prevent them from accessing or using SecOps services and prevent substantial financial losses.
- Champions the exponential growth of the Detection and Response support team (scaling the team 15X) by developing comprehensive training materials, internal playbooks, and a robust mentorship for new engineers.

Technical Consulting Engineer, 01/2018 to 03/2020

Cisco Systems – San Jose, CA

- Resolved and documented reported network issues via phone and e-mail for enterprise customers while working under stressful scenarios such as network downtime or degradation.
- Debugged core files using GDB to determine routers and switches unexpectedly reload.
- Worked closely with software engineers to determine causes of unexpected reloads, memory leaks, and unexpected behaviors on routers and switches.
- Contributed to internal software development tools in areas of database query optimization.

Education

Master of Science: Software Engineering, 2019 to 2020

San Jose State University - San Jose, CA

Took courses such as Data Structures and Algorithms in C++, Database Systems, Operating Systems and Enterprise Software Systems. Paused program to join Google full-time.

Bachelor of Science: Electrical Engineering, 2016

San Jose State University - San Jose, CA

Programming Concepts and Methodology, Object-Oriented Programming, Technical Writing for Engineers, Fundamentals of Computer and Communication Networks, Data Structures and Algorithms, Operating Systems, Database Design, and Enterprise Software Systems.

Awards & Recognition

I have received multiple peers and managers' bonuses for my outstanding performance.