

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. Knowledgeable in Python, C++, Go, SQL, debugging, and technical troubleshooting.

Skills

- Python
- C++
- Golang
- Linux
- Proactive thinker
- Trustworthy team member
- Product development support
- Technical troubleshooting

Work History

Technical Solutions Engineer, 04/2020 to Current

Google – Sunnyvale, CA

Make sure our customers can access and use <https://chronicle.security/> with ease.

- Discover and report problems in Chronicle that lead to improvements and prevent future support cases.
- Teach our customers how to effectively use Chronicle multiple APIs and optimize their detection rules.
- Act as liaison between developers, product managers and customers to resolve critical issues.
- Provide technical support to medium-sized and enterprise customers with anything that might prevent them to access or use Chronicle's services and prevent substantial financial losses.
- Lead and mentor a team of 10+ vendors through technical training and 1:1s.
- Regularly deliver Chronicle training to GCP engineers and vendors and create technical material for trainees.

Technical Consulting Engineer, 01/2018 to 03/2020

Cisco Systems – San Jose, CA

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

Education

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

Have received multiple peers and managers bonuses for my outstanding performance.

Extracurricular Activities

- Volunteer math tutor for high school students