

Sergio Gamboa

Sr Escalation Engineer | Debugging | Virtualization | SaaS Web

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Uruca, San Jose, CR

SUMMARY

Experienced Senior Technical Support Escalation Engineer with over 12+ years of experience in resolving complex debugging, network, and OS/app performance issues. Support for political and escalated high stakeholders, soft skills and situation defusing. Motivated to share knowledge and build or update knowledge bases for a cross-functional team environment. AWS, Azure and Citrix Certified Administrator. Highly organized and detail-oriented, I thrive in fast-paced environments and my commitment to continuous improvement is seeking an opportunity to contribute my expertise and leadership abilities to a forward-thinking organization. Looking for a path in Cyber Security Roles

EXPERIENCE

Senior Technical Web Developer Support Engineer

02/2024 - Present

Microsoft

Developer technologies and tools targeting web applications and business services hosted in IIS (Internet Information Server) NET, ASP.NET Core, MVC Programming language (C#.Net) Windows Architecture (Network trace analysis, Windows authentication/Active Directory/Certificates & Windows Internals) Debugging skills 1+ years in a customer facing service role in any capacity Strong technical background, experience, and knowledge in the areas noted below Thorough troubleshooting, debugging, and problem-solving skills in IIS, ASP.NET. Excellent skills in C# and .NET Broad experience in web development with excellent knowledge of ASP.NET (C#) Deep understanding of HTTP and other application layer protocols Strong understanding of networking fundamentals, including network, transport and security layers, specifically including TCP/IP, FTP, SSL/TLS protocols, understanding of claims-aware web authentication protocols Basic understanding of Windows Server architecture Experience in web application and .NET debugging or architectural fundamentals Experience with web deployment and web server administration

Technical Account Manager

02/2023 - 02/2024

Visa

Clients internal advocate, engages after sale is complete and manages the post sales engagement to drive onboarding and adoption of products, ensure license renewal and influence expansion opportunities. Understands the customer environment and how they use the products to drive product improvements Works with the Support and Engineering teams to drive resolution of technical issues through proactive case reduction and prevention of escalation Is the single owner of the post customer experience and ensures the success of the customer. Partner closely with account teams to convert customers into a reference, grow the account and ensure customer success

Windows Performance Support Engineer

02/2022 - 02/2023

Microsoft

Windows OS and Windows Apps debugging, memory leaks, high CPU troubleshooting, IIS web apps performance issues. ETL and network traces analysis. Review, investigate and solve customer technical issues, collaborating within and across teams and leveraging troubleshooting tools and practices. Active collaborator of community and internal team knowledge base.

Cloud Support Engineer

06/2019 - 02/2022

Amazon Web Services (AWS)

Performance tuning and monitoring/alarming for production database environments, security concepts/best practices in securing application architectures from external threats. System administration, and troubleshooting any operating system (Linux and/ or Windows) and networking (HTTP/S, TCP/IP, DNS, OSI model, routing, switching, firewalls, LAN/WAN, traceroute, iperf, htop, dig, CURL or related).

IT General Technician

01/2012 - 01/2018

Lawyer's Buffet Gamboa Vargas

Troubleshoot technical issues with printers, networks, operating systems, and applications. Supported other departments with their IT needs by providing advice or assistance when necessary. Configured remote access solutions, such as VPNs and Remote Desktop Protocols. Maintained proper security levels and access rights for software and end-user PCs. Assisted in developing processes for deploying new computers and applications to end users. Provided technical support to end users regarding the installation of hardware and software components.

EDUCATION

Cyber/Computer Forensics and Counterterrorism

2023 - 2025

Universidad Católica de Ávila - Master of Engineering - MEng

Computer Software Engineering

2016 - 2018

ULACIT - Bachelor of Engineering - BE

CERTIFICATES

Windows Performance(Perf) Advanced: Performance

IIS Fundamentals - Modules and Extensions

Developer Web Apps OnBoarding - ASP.NET & ASP.NET Core Fundamentals

School of Critsits

IIS Fundamentals - Architecture and Components

SKILLS

Hiring Practices

Docker Containers

Virtualization

TAM

Leadership and communication

Account Management

Technical writer

Technical Account Manager

LANGUAGES

Spanish

Native

Portuguese

Intermediate

English

Native