

Gabriel Gomez

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PROFESSIONAL SUMMARY

Technical Support Engineer with 5+ years owning enterprise-level SaaS support across observability pipelines, REST APIs, SSO integrations, and multi-cloud environments (AWS, Azure). Consistent 95%+ CSAT, 300+ SaaS integrations supported, and a track record of mentoring engineers and driving product improvements from customer feedback.

WORK EXPERIENCE

Technical Support Engineer | [Logz.io](#) | Remote *June 2022 – Present*

- Own end-to-end troubleshooting for enterprise observability pipelines (logs, metrics, traces) across APIs, ingestion workflows, and 300+ SaaS integrations on AWS and Azure
- Act as designated technical resource for customers running proactive health reviews, issue prioritization, resolution plans, and cross-team escalation coordination
- Handle ~100 weekly interactions (tickets + live chat), maintaining 95%+ CSAT with sub-1-min chat and sub-30-min ticket SLAs
- Configure and troubleshoot SSO integrations across multiple IDPs via Auth0, including SAML setup (Sign-in URLs, .pem/.cert files) and OAuth flows for enterprise environments
- Debug YAML/JSON pipelines (OTEL Collectors, Filebeat), troubleshoot Kubernetes/Helm deployments, and surface recurring issues to engineering to drive product improvements
- Mentor and onboard 3+ engineers; author run books and knowledge base articles to scale support delivery

Tier 1 Technical Support Engineer | [Reliant](#) | Tallahassee, FL *June 2020 – March 2022*

- Triaged and resolved customer issues across phone, email, and Slack; resolved networking issues (switches, routers, third-party hardware) for 30+ enterprise clients
- Administered Linux systems and onboarded new engineers on company SaaS tooling

Support Technician | [Florida State University Registrar](#) | Tallahassee, FL *June 2019 – June 2020*

- SharePoint Admin across 5+ admissions departments. Managed user roles, permissions, and 20+ custom sites

EDUCATION

B.S. Information Technology — **Florida State University, Tallahassee FL 2020** | *GPA: 3.6*

TECHNICAL SKILLS

ELK Stack	Kubernetes / Helm	AWS & Azure	OTEL / Filebeat
SSO / SAML / OAuth	Auth0 / IDP Config	REST API Debugging	YAML / JSON
Linux Administration	Grafana	GitHub / Jira	MySQL / SIEM