

GUILHERME MARQUES ALVES RODRIGUES

SENIOR SUPPORT ENGINEER

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PROFESSIONAL SUMMARY

Senior Support Engineer with 8+ years of experience across engineering support, security-sensitive platforms, customer service tooling, and large-scale SaaS environments. Proven ability to own complex, ambiguous technical investigations end-to-end, manage the full escalation and incident lifecycle (SEV0–SEV3), and act as the primary escalation point for high-severity production issues. Deep hands-on expertise in incident response, identity & access management, API integrations, security & detection, log analysis, and distributed systems. Trusted collaborator with Engineering, Product, Security, Legal, and Operations teams in fast-paced, highly regulated environments. Track record of scaling support operations through automation, AI-assisted tooling, documentation, and cross-functional process improvements.

CORE SKILLS & EXPERTISE

Incident & Escalation Management: SEV0–SEV3 incident command, real-time war rooms, root cause analysis (RCA), post-mortems, SLI/SLO management

APIs & Integrations: REST API debugging (Postman, curl), post-implementation integration support, webhook troubleshooting, enterprise partner onboarding

Automation & Scripting: Python, SQL automation, API-driven workflows, AI-assisted investigation tooling, operational runbooks

Documentation & Enablement: Knowledge bases, runbooks, operational playbooks, developer documentation, internal training materials

Security & Identity (IAM): OAuth 2.0, SAML, OIDC, SCIM, SSO (Okta), RBAC, AuthN/AuthZ, insider threat detection, access abuse investigation

Data & Observability: SQL (Snowflake), Kibana, Datadog, Tableau, monitoring dashboards, alerting workflows, log & telemetry analysis

Platforms & Tooling: Zendesk, Salesforce Service Cloud, Jira, Confluence, Google Workspace, SIEM, IAM tools, Kubernetes (fundamentals)

Leadership & Collaboration: Cross-functional coordination (Engineering, Product, Security, Legal, CS Ops), mentoring, process standardization

PROFESSIONAL EXPERIENCE

Senior Support Engineer III

September 2024 – Present

Checkr, Inc. — San Francisco, CA

Senior escalation and investigation owner for a highly regulated, API-driven platform handling confidential customer and employee data. Act as the last line of defense before Core Engineering, ensuring stability, rapid mitigation, and clear communication during critical incidents.

- Own end-to-end incident lifecycle for SEV0–SEV3 events, leading real-time cross-functional war rooms with Engineering, Infrastructure, Product, Security, and Operations to restore service reliability.
- Reduced customer-facing escalations by 20% through a proactive root cause analysis framework and systematic identification of integration failures with long-term remediation plans.
- Serve as the organization's subject matter expert on security & identity — architecting playbooks and resolving complex issues involving OAuth 2.0, SAML, SCIM, Okta SSO, role-based access, and secure integrations.
- Primary technical owner for complex partner integrations post-implementation, supporting all high-impact technical issues after handoff from Solutions and onboarding teams.
- Lead end-to-end investigations for high-severity incidents involving access anomalies, policy violations, and system misuse; analyze logs and telemetry to detect abnormal behavior across APIs, internal tools, and cloud services.
- Partner closely with Security, Legal, and Compliance teams to provide technical findings, investigation evidence, and support for detection and response workflows.

- Design, tune, and maintain monitoring dashboards (Snowflake SQL) and alerting workflows to proactively detect customer-impacting issues, monitor onboarding risk, system health, and integration performance.
- Manage intake, triage, prioritization, and escalation of technical issues impacting both customer-facing tools and internal users; coordinate communication between CS Operations, Product, Engineering, and external partners.
- Develop and maintain operational runbooks, internal documentation, incident response playbooks, and escalation paths to improve self-service and reduce recurring issues.
- Build automation scripts (Python) and leverage AI-assisted tooling to accelerate investigation workflows, evidence gathering, and reduce repetitive manual processes.
- Mentor and train junior engineers, driving a 25% uplift in team performance through structured coaching and process standardization.
- Analyze incident trends and RCAs to recommend improvements to reliability, observability, and support processes; advocate for product, tooling, and platform improvements.

Senior Support Engineer II

October 2021 – September 2024

Checkr, Inc. — San Francisco, CA

Advanced technical support for enterprise customers and strategic partners integrating high-scale APIs and automation workflows within a fast-paced, security-conscious, highly regulated platform.

- Go-to escalation point for the platform's most complex technical issues — resolved 96% of escalated cases and 95% of hands-on customer troubleshooting sessions without further escalation.
- Independently resolved low-volume, high-difficulty production issues involving authentication, data pipelines, service orchestration, and distributed cloud services.
- Deep expertise in SQL (Snowflake), REST API debugging (Postman, curl), and distributed log analysis (Kibana, Datadog); built and enhanced SQL-based dashboards for operational and security trend visibility.
- Investigated authentication, authorization, and access control incidents across distributed systems; resolved complex identity, access, and SCIM provisioning issues.
- Engineered Python automations and API integrations that eliminated 40% of repetitive manual workflows for high-profile clients and internal operations.
- Key role in designing and operating a 24/7 global support and monitoring model, reducing response times by 30% and increasing SLA compliance.
- Designed and executed structured testing processes for new features, rollouts, and system updates, providing actionable feedback to Engineering; validated fixes and ensured operational readiness for new releases.
- Represented partner technical needs in internal roadmap and requirements discussions; partnered with Product and Engineering to improve platform usability, security posture, and reliability.
- Supported customer service platforms and internal tooling used by operations teams at scale; provided research support for operational and tooling issues impacting agents and workflows.
- Collaborated with Engineering and Security teams to validate detections, improve preventative controls, and contributed to incident post-mortems and security readiness reviews.
- Authored extensive technical documentation and knowledge base articles for developers, admins, and internal teams; contributed to internal tooling and automation scripts to improve support scalability.
- Maintained strong CSAT and monitored support channels to ensure SLAs were met and issues were prioritized appropriately across all tiers.

Level 2 Support Engineer

January 2018 – August 2021

Salesforce — San Francisco, CA

Advanced application, developer, and engineering support for enterprise SaaS platforms (including Quip) used by global customers and customer service organizations, with strict security and compliance requirements.

- Independently resolved 1,200+ enterprise-grade technical issues annually across Salesforce Service Cloud and Quip, maintaining a 95% first-time resolution rate.
- Authored 80+ knowledge base articles and runbooks adopted as standard operating procedures, improving ticket deflection by 30% and empowering self-service solutions.

- Troubleshoot APIs, authentication flows (identity, authorization), and integrations used by large enterprise customers in live production environments.
- Performed deep log-level analysis to diagnose distributed system failures; assisted with incident triage, reproduction, and validation of engineering fixes during high-severity outages.
- Assisted with investigation of suspicious activity, access misuse, and data exposure incidents; worked with security and engineering teams to validate fixes, controls, and improve incident response consistency.
- Supported SaaS integrations, identity workflows, and compliance-sensitive environments used by global customer support teams.
- Partnered directly with Salesforce Engineering to triage production bugs, validate fixes, and advocate for customer-impacting features and support tooling improvements.
- Co-developed internal resources enhancing support team efficiency and reducing resolution times by 15%; improved system reliability through proactive monitoring alerts and failure pattern identification.
- Consistently achieved SLA and SLO compliance, maintaining 98% adherence across all production environments.

TOOLS & TECHNOLOGIES

Support & Ticketing: Zendesk, Salesforce Service Cloud, Jira, Confluence • **Data & Analytics:** SQL, Snowflake, Tableau, Kibana, Datadog • **APIs & Debugging:** REST APIs, Postman, curl, OAuth/OIDC, SAML • **Security:** SIEM, IAM Tools, Okta, Secrets Management • **Scripting & Automation:** Python, JavaScript, SQL scripting • **Infrastructure:** Cloud (distributed systems), Kubernetes (fundamentals), macOS, Linux, Windows • **Collaboration:** Google Workspace, Slack, Zoom

EDUCATION

Certificate — Information Technology & Professional Skills

Year Up / Foothill College — San Francisco, CA

Completed coursework in Project Coordination, Web Development, Network System Administration, IT Helpdesk, Professional Skills, and Business Communications, with specialized training in Network Support.

LANGUAGES

Portuguese	Native
English	Native / Bilingual
Spanish	Professional Working Proficiency