

# CHRISTOPHER SANTANGELO

Technical Support Engineer | SaaS Support | IAM, Cloud, Endpoint & VoIP Troubleshooting

South Windham, CT 06226 | 860-759-7047 | CJSANTANGELO96@gmail.com | Santangelo.me

## PROFESSIONAL SUMMARY

Technical Support Engineer with 4+ years supporting SaaS platforms, identity and access tools, cloud systems, endpoints, VoIP, and customer-facing technical workflows. Proven record of improving response times by 25%, reducing escalations by 40%, maintaining 90% CSAT in high-volume enterprise support, and partnering with engineering/product teams to resolve complex issues, document fixes, and improve adoption.

<b>25%</b> Faster response times	<b>40%</b> Fewer escalations	<b>90%</b> CSAT maintained	<b>2,500+</b> Cases deflected yearly
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## CORE TECHNICAL SKILLS

<b>Support &amp; Operations</b>	Tier 1/Tier 2 support, SaaS support, ticket triage, escalation management, SLA compliance, live chat, phone support, screen sharing, customer onboarding, technical documentation
<b>Identity &amp; SaaS Admin</b>	Okta, Azure Active Directory, JumpCloud, 1Password, user lifecycle support, access troubleshooting, HRIS integrations
<b>Cloud, Systems &amp; Endpoints</b>	Microsoft 365, Azure, AWS, Google Cloud, Windows, macOS, Linux, Jamf, Kandji, device management, remote troubleshooting
<b>Monitoring, Logs &amp; Workflow Tools</b>	Datadog, JSON log analysis, Jira, GitHub, HubSpot, Workday, Gusto, Paylocity, Certn, process automation, knowledge content
<b>Networking &amp; VoIP</b>	VoIP support, ISP coordination, network troubleshooting, connectivity issues, downtime reduction, client training

## PROFESSIONAL EXPERIENCE

### Technical Support Engineer | IQReseller - Wayzata, MN (Remote)

Jan 2024 - Present

- Provide Tier 1 and Tier 2 support across SaaS and IT systems, resolving customer issues while maintaining SLA compliance and reducing support backlog.
- Troubleshoot access, application, integration, endpoint, and workflow issues using structured diagnostics, logs, reproduction steps, and clear customer communication.
- Partner with engineering and product teams on complex defects, feature-impacting issues, and escalation paths; translate technical findings into customer-ready updates.
- Build and improve knowledge resources and training materials that increased adoption and reduced repeat tickets by 20%.

### Technical Support Representative I | Drata - San Diego, CA (Remote)

Mar 2022 - Dec 2023

- Handled 500+ monthly live chats for enterprise customers while sustaining 90% CSAT and exceeding SLA targets in a high-volume SaaS support environment.
- Used Datadog and JSON logs to diagnose platform, account, workflow, and integration issues; escalated clean, evidence-based cases to engineering when needed.
- Automated repeat support workflows and improved internal processes, increasing team efficiency by 17% and improving response times by 25%.
- Created help articles, internal documentation, and customer videos that reduced recurring issues by 30% and deflected 2,500+ cases annually.
- Reduced escalations by 40% through proactive troubleshooting, clearer handoffs, and more complete documentation of root cause and resolution steps.

### Technical Support Specialist II | Clarity Voice - Southfield, MI (Remote)

Jun 2019 - Apr 2020

- Delivered Tier 1 VoIP and network support by phone, chat, and screen sharing, helping customers restore service and minimize business downtime.
- Coordinated with IT providers and ISPs to resolve connectivity, provisioning, and service-impacting issues across customer environments.
- Led client onboarding and tailored training sessions that improved customer technical proficiency by 30%, increased adoption, and reduced avoidable escalations.

## EDUCATION & CERTIFICATIONS

### A+ Security Certification

Aug 2023

### University of Phoenix / Coursera

Coursework in Information Technology & Business

### Middletown High School, Middletown, CT

Diploma