

CHRISTOPHER SANTANGELO

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

South Windham, CT 06226 | 860-759-7047 | cjsantangelo96@gmail.com | Santangelo.me

PROFESSIONAL SUMMARY

Technical Support Engineer with 4+ years supporting SaaS platforms, IAM/access tools, cloud systems, endpoints, VoIP, APIs/integrations, and customer-facing technical workflows. Strong at reproducing defects, analyzing logs and JSON payloads, documenting root cause, and partnering with engineering/product teams. Improved response times by 25%, reduced escalations by 40%, maintained 90% CSAT, and deflected 2,500+ annual cases through documentation and process improvements.

CORE SKILLS

Technical Support: Tier 1/Tier 2 support, SaaS support, ticket triage, escalation management, SLA compliance, live chat, phone support, screen sharing, onboarding, root-cause documentation

Troubleshooting: Application support, API/integration troubleshooting, JSON log analysis, reproduction steps, SQL/reporting investigations, endpoint support, workflow diagnostics

IAM & SaaS Admin: Okta, Azure Active Directory, JumpCloud, 1Password, user lifecycle support, access troubleshooting, HRIS integrations

Cloud & Endpoints: Microsoft 365, Azure, AWS, Google Cloud, Windows, macOS, Linux, Jamf, Kandji, remote troubleshooting, device management

Tools: Datadog, Jira, GitHub, HubSpot, Workday, Gusto, Paylocity, Certn, knowledge base content, process automation, VoIP/network support

PROFESSIONAL EXPERIENCE

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

Jan 2024 - Present

- Provide Tier 1/Tier 2 SaaS support for customer-facing inventory, sales, reporting, workflow, and integration issues while maintaining SLA compliance and reducing backlog.
- Troubleshoot application, access, endpoint, API, SQL/reporting, and data issues using structured diagnostics, reproduction steps, logs, payload review, and clear customer communication.
- Partner with engineering and product teams on defects, escalations, and feature-impacting issues; translate technical findings into customer-ready status updates and resolution notes.
- Build knowledge resources, process notes, and customer 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 SaaS customers while maintaining 90% CSAT and exceeding SLA targets in a high-volume support environment.
- Used Datadog and JSON logs to diagnose platform, account, workflow, IAM, 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 root-cause documentation.

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, call quality, and service-impacting issues across customer environments.
- Led customer onboarding and tailored training sessions that improved customer technical proficiency by 30% 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