

# Nicolas Rios

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**Github:** available upon request

## Education

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### University of California, Los Angeles

*B.S. Electrical and Computer Engineering completed June 2019*

## Work Experience

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### Tonic.ai, Solution Architect

**May 2022 - Present**

- Worked closely with clients to gather and analyze requirements, and provided expert guidance on solution design and integration
- Led the development of architecture and design documents, and communicated technical solutions to both technical and non-technical stakeholders
- Instructed customers on the best practices of configuration and management of cloud resources, including compute, storage, networking, and security
- Monitored and optimized system performance and capacity as well as identified and addressed potential bottlenecks for numerous customers in various public and private cloud environments

### Clearbit, Senior Technical Support Engineer

**January 2021 - May 2022**

- Drove customer success for enterprise customers by supporting and helping to implement solutions in wide ranges of code, technologies, and integration platforms - from Google Analytics and Tag Manager to Salesforce (and everything in between)
- Created renewal and upsell opportunities with strategic customers by providing best practices and methodologies tying highly technical features to business goals
- Led several quarterly initiatives to build improved automation processes and create reusable content that reduced first response time and final resolution time of our Technical Support helpdesk each by over 50%

### Talkdesk, Integrations/Expert Services Engineer

**July 2019 - January 2021**

- In charge of developing custom demo-able software solutions, which might include creating custom middleware or developing proof of concept MVP's to tie technical features to customer business values.
- Spearheaded a continuous improvement initiative for engineering processes and organization that's still being used by our entire client services engineering team.
- Built implementation methodologies and technical training programs for professional services team members by creating sandbox environments and hosting 'case study'-type challenges

## Selected Projects

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### Co-Founded a startup backed by UCLA startup accelerator

**May 2017 - May 2018**

- Personally pitched my team's business idea to groups of angel investors and VC's while also leading agile development cycles and managing go-to-market strategies

### Talkdesk Feature Gaps

**2020**

- Addressed high-impact gaps in Talkdesk's integration suite by building a real-time sync with Zoom and Microsoft to help multiple deals get across the finish line--several with over \$1M ACV
- <https://drive.google.com/drive/folders/1yziYBTbOExXPapivPT9J9VubpWxNsvq-?usp=sharing>

## Skills/Interests

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- Python, SQL, Javascript, HTML & CSS, Java, C++ (*In order of aptitude/experience*)
- Advanced technical knowledge in CRM, CDP + ETL software, Databases, and API integrations
- Google IT Support Professional Certificate on Coursera
- Building Containerized Applications on AWS Certificate on Coursera