

Contact

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(LinkedIn)

Top Skills

NetApp

Storage

SAN

Languages

English (Full Professional)

Spanish (Native or Bilingual)

French (Limited Working)

German (Elementary)

Certifications

BeeGFS Certified Engineer

BCFP (Brocade Certified Fabric Professional)

CCA (Citrix Certified Administrator) for XenServer Enterprise Edition

MCTS (Microsoft Certified Technology Specialist) / Windows Server 2008

Oracle Certified Professional, MySQL 5.6 Database Administrator

Honors-Awards

Shout Out!

Employee of the Quarter

Tom Mendoza' phone call

NetApp Global Support (GS) Leadership Award

FY19 NetApp Middle East Top Talent

Jose Taboada Berenguer

Field Escalation Engineer at NetApp

Dubai, United Arab Emirates

Summary

----- PROFESSIONAL EXPERIENCE-----

+20 years Experience as Engineer for high-tech companies

----- STUDIES -----

* University Master's Degree:

B.S./M.S. in Computer Science and Engineering (CSE & CE)
(1997-2003). Schools attended:

University of Granada (Spain)

University of Miami (Florida, US)

-----CERTIFICATIONS-----

Among others:

---> In the Storage field:

NCDA (NetApp Certified Data Management Administrator) ONTAP
NCIE-SAN (NetApp Certified SAN Implementation Engineer) ONTAP
NCIE-SAN (NetApp Certified SAN Implementation Engineer), E-Series

BCFP (Brocade Certified Fabric Professional)

---> In the Virtualization field:

CCA (Citrix Certified Administrator) for XenServer Enterprise Edition
MCITP (Microsoft Certified IT Professional) / Virtualization Administrator

VMware Certified Professional on vSphere VCP 6 - Data Center Virtualization

VMware Certified Professional on vSphere VCP 8 - Data Center Virtualization 2024

---> In the OS (Windows/Unix) field:

SCSA (Sun Certified System Administrator) for Solaris 10
MCTS (Microsoft Certified Technology Specialist) / Windows Server

Specialties: Storage solutions (NAS/SAN), Virtualization/Cloud, UNIX/Windows systems

Experience

NetApp

19 years 2 months

Field Escalation Engineer - Middle East

January 2016 - Present (9 years 10 months)

Dubai, UAE

Field Escalation Engineer at NetApp in the Middle East.

My tasks at NetApp are customer relationship management, support planning within the region, tactical escalation execution, reactive escalations management and cross-functional coordination. A major component of the role is the delivery of Field Engineering Support services to Enterprise class customers that have purchased maintenance contracts which entitles them to a high skilled level of onsite support.

I am covering the Middle East (mainly the Gulf Cooperation Council -GCC- countries) and African countries.

Responsibilities include:

- Collaborate with field organizations including Sales, Professional Services and NetApp Partners to execute on the support mission of handling Field escalations.
- Help develop and implement feedback mechanisms for use in preventing future support process break downs.

- Ensure regional customers receive attention and resources from the Technical Support Center, Field Support personnel, Engineering or NetApp Partners as needed to resolve escalations.
- Participate in on-site technical customer meetings.
- Recommend and partner with Tech Support resources to improve NetApp Technical Support processes and drive corrective action related to any gaps/ failures.
- Participate in weekly meetings with Professional Services and Sales, providing an update of “Hot” Issues in the region.
- Perform any necessary diagnoses and technical troubleshooting during critical escalations.
- Create documentation and post-mortem analyses of escalations.
- Work collaboratively with customers in potentially stressful situations, while providing professional and courteous technical expertise.
- Ability to actively participate in, or lead technical team meetings to meet goals and aggressive timeframes.
- Provide training, mentoring, technical updates and support to our Third Party Field Engineers.

Awarded by NetApp Support in Dec 2024 as Gold Star Winner

Field Escalation Engineer - Austria, Eastern Europe, Russia
October 2010 - December 2015 (5 years 3 months)

Vienna, Austria

Field Escalation Engineer at NetApp, based in Vienna, Austria with responsibilities for Austria, Eastern Europe and Russia/CIS countries.

My tasks at NetApp: Customer relationship management, support planning within the region, tactical escalation execution, reactive escalations management and cross-functional coordination. A major component of the role is the delivery of Field Engineering Support services to Enterprise class customers that have purchased maintenance contracts which entitles them to a high skilled level of onsite support.

I covered Austrian, Eastern Europe (mainly Czech Republic, Hungary, Poland and Greece), Turkey and Russia/CIS countries.

Awarded by NetApp Austria GmbH in Nov 2011 as outstanding employee of Q2 in recognition of valuable contributions to the region.

Senior Support Engineer

September 2006 - September 2010 (4 years 1 month)

Amsterdam Area, Netherlands

Storage Engineer at the American Storage Company NetApp

(www.netapp.com) , in Amsterdam, the Netherlands. Main tasks performed:

- Troubleshoot, investigate and resolve technical issues.
- Engineer for NAS Technologies (NFS, CIFS)
- Engineer for SAN Technologies (iSCSI, FCP)
- Be responsible for 2nd/3rd line Support of delivered solution including making workaround and configuration changes in emergency situations.
- Systematic analysis of logfiles and traces
- Create/Escalate bug/defect reports to the Engineering product team
- Perform lab test/configuration on NetApp Filers
- Leverage internal technical expertise, develop and document support procedures for effective problem resolution; create Knowledgebase articles to assist in driving web solutions (currently there are +30 KBs in support.netapp.com under my name)
- Coaching and mentoring new Support Engineers in the EMEA Support Center, Screen candidates for new technical positions

Awarded by NetApp EMEA Support Center in May 2010 in recognition of valuable contributions to NetApp Technical Support.

Nortel

Support Engineer for 3G (UMTS-CDMA2000) Networks

August 2004 - September 2006 (2 years 2 months)

Nortel Engineer for 3G (UMTS) Wireless companies (Vodafone, T-mobile,...).

- My tasks were to provide 24/7 OAM support of Nortel 3G products for Wireless European network providers such as Vodafone UK, Orange, Mobilkom.
- These products required a high knowledge of UMTS/CDMA-2000, UNIX, ATM core protocol, Oracle, TCP. As example of units supported: Passport 7k/15k, Shasta 5000, W-NMS plataform, Oracle, Solaris, AIX, etc...

Universidad de Granada

University Administrator

March 2004 - August 2004 (6 months)

Granada, Spain

IT Administrator of the E-learning Psychology School platform ("Ágora de Psicología") and responsible for the Support to professors/students who accessed the system. Responsibility from the project design to the implementation and Support of the platform once was running. The platform is still nowadays running.

Education

University of Miami

CS/EEN, Computer Science, Electrical Engineering · (2002 - 2003)

Universidad de Granada

MS in Computer Science, Computer Science & Electrical Engineering · (1997 - 2002)

Brocade

CITRIX

Microsoft Corporation