John Sabatico   Leander, TX

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Principal Technical Support Engineer → Senior Customer Success Engineer (Data Security | DLP, CASB, DSPM support).

SUMMARY

Senior technical support engineer with 15+ years in IT, data/security operations and customer success for enterprise DLP & CASB deployments. Built automation tooling and maintained 100% CSAT while partnering with pre-sales, product and professional services to drive cross-sales, adoption and resolution for strategic companies.

EXPERIENCE

Principal Technical Support Engineer (DLP,EDR,DSPM,CASB)   **May 2019 to Present**

Forcepoint LLC   Austin, TX

Achievements:

- Prevented churn risks by taking into custody strategic companies that required an improved level of support and attention and bringing them back in green.
- Forcepoint Circle of Excellence award 2026 - as top performing TS engineer.
- Developed a Private MAC Cloud for support teams. (2026)
- Developed the concept and provided a demo to company's C-level of an AI powered automation product to streamline Customer Support operations (2025)
- Released www.dlpprobe.com (including endpoint), DLP testing automation and scheduling tool. (2024)
- Developed troubleshooting automation tool for Forcepoint's network gateway products. (2023)
- Developed a technical support routines automation application (Python, Tkinter) to streamline Team's effort in troubleshooting Forcepoint's DLP Endpoint product. (2022)
- Successfully maintained 100% positive CSAT for the past 5 years.
- Forcepoint Circle of Excellence award. (2023)
- Achieved 120% of personal goals in EACH of the last 6 years.
- Member of product release committees, AI adoption committee.

Responsibilities:

- Assist PS and Sales with technical onboarding and enablement for enterprise customers: architecture, policy planning, data discovery, fingerprinting and end-user training (DLP/CASB)

- Provide superior customer service by performing effective troubleshooting and resolving complaints/queries.
- Facilitate technical escalations, pre-sales, and professional services delivery.
- Manage hiring process by screening resumes, selecting candidates, and conducting interviews ensuring the attainment of top-caliber candidates. Onboarding and training.

B2B Large Accounts Sales Team Manager   **Oct 2016 to Feb 2019**

Orange S.A.   Moldova

Responsibilities:

- Lead a team of great B2B sales professionals at the biggest Telco provider in that country.
- Planned sales, set targets, worked on business cases and team bonus strategies.
- Helped team members with closing or churn retention.
- Hired and onboarded new team members.

PREVIOUS EXPERIENCE

Orange | **M2M and IoT Product Manager (TTM)** | 2013 - 2016

- Guided through all the phases of the Time-to-Market process and released 2 M2M products.
- Provided budgeting and business plans, presales, sales, and post-sales strategies.

Medpark International Hospital | **IT Manager** | 2010 - 2013

- Planned and built the IT ecosystem of a newly constructed hospital.
- Hired, trained, and managed internal IT team.

Managed in-house software development team.

CORE COMPETENCIES

DLP & CASB Deployments · Data Discovery & Classification · Customer Onboarding, Enablement & Support · Python & SQL Automation · Troubleshooting & Incident Response · Cross-functional Product Collaboration · Technical Pre-sales / POCs, Leveraging AI for productivity and development

TECHNICAL SILLS

DLP, CASB, Email Security, ZTNA, SQL, Python HTML, CSS, SQL, Windows Server Administration, Networking, VPN, Linux, Jira, Sales Force, Confluence, Visual Studio Code

EDUCATION

Bachelor of Science in Computer Systems Engineering, Free International University of Moldova, Moldova

Certifications: CISSP (in progress), CCNA (exp), SCRUM Master (exp),

Languages: English, Romanian, Russian