

Adam Kisse

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SKILLS

Technical Skills: HTTP, Python, DNS, NAT, routing and switching, IPv6, problem resolution

Non-Technical Skills: Strong verbal and written communication, customer communication, technical writing, conflict resolution

EXPERIENCE

Verkada May 2022 - Present *Product Engineer*

- Partnered closely with hardware, software, and infrastructure engineering teams to define and execute technical roadmaps
- Spearheaded the launch of 12 new alarm-based security products by bridging software, hardware, and firmware development teams
- Ran technical beta programs, synthesized system data, and drove product improvements based on root cause analysis and customer usage metrics
- Designed and maintained SQL dashboards to track system health, latency, and adoption metrics across 5+ teams
- Collaborated with hardware engineering to troubleshoot firmware/hardware edge cases and optimize field reliability
- Contributed to \$50M in revenue through engineering-aligned execution of product delivery

Verkada June 2021 — June 2022 *Technical Support Engineer*

- Reduced customer issue resolution time through implementation of scripts and automation processes
- Assisted customers in a fast-paced environment through multiple communication methods
- Troubleshoot and corrected hardware, software, and networks in multiple Verkada systems
- Recommended configuration changes and system additions that optimize performance
- Developed robust and comprehensive documentation both internally and externally reducing the number of customer support requests

Certifications

Cisco Certified Networking Associate - Routing and Switching	February 2022
AWS Solutions Architect Associate	November 2022
CompTIA Network+	June 2020
CompTIA Security+	June 2020

EDUCATION

University of Texas at San Antonio

B.B.A. Cyber Security and B.B.A. Information Systems

- GPA: 3.72 / 4.00 Cum Laude
- Courses: Advanced Topics in IS, Intrusion Detection & Inc Res, Operating Systems Security, Information Assurance Policy, Network Security, Database Management for Info Systems