

WORK EXPERIENCE

- June 2023 - Sept 2024

**Detection Engineer**  
Costco

Splunk Cloud implementation and Success Planning

  - Onboarding data sources that require custom development work unique to Costco's environment. Custom work involved creating Splunk apps with custom event-breaking, time stamping, field extraction, and mapping to Splunk datamodels.
  - Created reports and dashboards related to monitoring the health of data inputs and Splunk itself.
  - Troubleshooted numerous issues from simple permissions settings to fixing broken data inputs.
  - Created custom apps and views in Splunk to support a smooth end user experience, and separate the experience from administrative use cases

Drove efforts to simplify and centralize detection engineering

  - Defined detection engineering processes and procedures for creating, maintaining, and tuning rules in Splunk.
  - Created tools within Splunk to streamline the detection engineering creation process and tuning process with a focus on abstracting the more technical parts of Splunk so that the process would be more accessible to all.
  - Identified problematic rules from the previous implementation that would not be transferred to the new implementation due to lack of threat intelligence or looking at the wrong telemetry.
- June 2018 - June 2023

**Senior Sales Engineer**  
Splunk

  - Supported 200+ customers, small and large, through the end-to-end technical sale
  - Technical Discovery, Demo and POC
    - Accelerated deals by creating custom playbooks and using custom development skills to showcase the platform and avoid time-consuming POCs
    - Expanded deal sizes by surfacing new use cases by understanding data sources and the importance of the data to the organization's decision making
    - Presented to nontechnical executive stakeholders to help them understand the technical solution proposed, the reasons why the solution was proposed, the problems the solution solves, and how other considerations like budget/ROI are impacted by the solution
    - Created a SOAR POV Enablement Program to 'unstuck' complex proof events that were leading to a decline in SOAR win rates
    - Shorted sales cycles by leveraging my development skills as the "glue" to ensure technical sale was managed end to end vs. going through the field engineering team and potential delays due to turnaround time
    - Enabled account teams on the technical interlock given an account's existing tool stack and targeted use cases. Helped to solidify the 'technical why'
    - Prepared diligently by researching tool stack, vendor marketing, technical documentation, internal comms, and customer testimonies to be able to come back to the customer prepared to answer technical questions and drive decisions
  - Customer Success
    - Enabled users by teaching them 'how to fish': led custom workshops, drove bottom-up adoption via targeted use case enablement and troubleshooting issues
    - Served as a SME that consulted on core themes as customers matured along the security journey: detection engineering, logging/visibility gaps, orchestration and automation
  - Self-Service Analytics
    - Built internal business intelligence tool using Splunk to provide Sales Leadership a head start on territory planning resulting in quicker pipeline generation at the beginning of the year
  - Mentoring
    - Mentored newer hires on ramping quickly and success building in sales engineering
    - Coached new hires across security monitoring topics to ensure sales engineers come prepared for the different types of personas
  - Accelerated and deepened working knowledge by taking on personally-sought projects. For example: practicing security monitoring in my personal life by centralizing logging and building detections for:
    - OS events (Windows & Android), DNS (Bind & Splunk Stream), L3/L4 Networking, HTTP (Squid & Splunk Stream), Physical sensors (cameras, motion sensors, RF scanners), Personal GCP account, applications, and SSO that goes in front of them
- May 2015 - May 2018

**Full-Stack Developer**  
Ready Mortgage Corp.

 Dallas, Texas


 (214) 394-8044

 [pgguillen@gmail.com](mailto:pgguillen@gmail.com)

AWARDS

- Splunk's Circle of Excellence (Club) 2022
  - Achievement based on contribution to closed sales
- Mission Impossible Award 2022
  - Award issued to SEs skilled in 'unsticking' toughest deals
- Rising Star 2019
  - Issued to high-performing emerging talent

SKILLS

- Certifications
- 
- AWS Cloud Practitioner  
Splunk Certified Architect  
GIAC Continuous Monitoring Certification (GMON)
- Vendor Working Knowledge
- 
- Web Services
    - Apache
    - Nginx
    - IIS
  - Database
    - MySQL
    - MSSQL
  - OS Administration
    - Windows
    - Debian, CentOS, RHEL
  - Networking
    - Palo Alto
    - Ubiquiti
  - Cloud Administration
    - AWS
    - GCP
    - Digital Ocean
  - Multi-Cloud: Google Cloud Platform, Microsoft Azure, AWS VMWare
  - Office Suite administration
  - Google Workspace (GSuite)
  - Solution and Consultative Selling
- Programming Languages
- 
- Programming Languages
  - Python
  - Javascript (Node/React)
  - Java
  - C++
  - HTML/CSS/JS
  - Bash
  - Powershell
  - SQL
  - NoSQL
  - Kubernetes

- Built a full-stack user experience to solve customer need for listing properties without hiring a realtor which led to a new revenue stream
  - Exceeded product expectations and created material business value resulting in a minority stake being sold
- Translated Business Processes into Opportunities for Automation
  - Designed solution to automate tenant collection calls and text messages with varying approaches dependent on stage of delinquency
  - Implemented multi-system initiative to support effective and resource-conscious marketing of rental and for-sale properties
  - System to create templates using images and information of a property (template creation)
  - System to “email blast” to inform leads of new listing or new rental properties for sales development rep to follow-up on
  - Developed method to determine factors contributing to tenant longevity in order to identify ideal customer base, improve verification process
  - Created a customer management system to ensure healthy sales funnel of leads (Lead scoring, customer profiling, nurturing)
  - Developed method to determine factors contributing to tenant longevity in order to identify ideal customer base, improve verification process
- Data Reporting and Visualization
  - Produced dynamic, modular reports to demonstrate and observe rental statistics along with progression of various variables contributing to profit.
  - Created single page programs to standardize data input for employees as it relates to payments, memos, loan creation.
  - Created complementary data visualization of tenant longevity profile for executive review, data importance.
- Crafted macro and web application in order to scrape competitor sites for competitive intelligence and submit blind offers in an expedient manner.