

Charles Harston

Senior Technical Support Engineer (L3/Escalations) Chula Vista, CA | (619) 653-9934 | charles.harston@gmail.com [linkedin.com/in/charles-h-b7082876](https://www.linkedin.com/in/charles-h-b7082876)

PROFESSIONAL SUMMARY

Performance-driven Senior Technical Support Engineer with **25+ years** of experience and **10+ years specializing in complex L3 escalations** for SaaS, IoT, and mission-critical healthcare platforms. Proven expert in **SQL forensics**, API integration, and root-cause analysis. Currently upskilling in AI-driven security (**SecAI+**) to enhance incident triage and operational efficiency.

TECHNICAL SKILLS

- **Analysis:** SQL (Advanced Queries/Forensics), Redshift, **Root Cause Analysis (RCA)**, JSON.
- **Troubleshooting: L3 Escalations**, API Integration (Postman/Webhooks), **Linux & Windows CLI Diagnostics** (Ping, Tracert, IPConfig), Device Log Analysis.
- **Platforms:** Salesforce, Slack, Linux (Ubuntu/Debian), Jira.
- **Connectivity: Network & Internet Connectivity**, IoT Diagnostics, Cellular Provisioning (AT&T B2B Portal), Remote Access Management.

PROFESSIONAL EXPERIENCE

Lytx, San Diego, CA | Senior Technical Support Engineer (TS3) | 2021–2026

- Served as the **final escalation point** for a global AI-driven video telematics platform, resolving high-priority L3 hardware and network integration failures.
- Utilized **advanced SQL forensics** to identify systemic product defects and data trends, reducing recurring support friction by providing actionable data to R&D teams.
- Collaborated cross-functionally with Engineering and Product Management to reproduce edge cases and verify backend fixes before deployment.
- Authored internal technical documentation and KB articles to **standardize triage** for junior teams.

SupplyPro, San Diego, CA | Customer Support Engineer II Lead | 2017–2021

- Directed technical support for global partners, resolving complex inventory and vending software integration cases via remote access and data analysis.
- Acted as the **primary technical point of contact** for high-profile international accounts, maintaining 99%+ SLA compliance.

CareFusion, San Diego, CA | Technical Support Agent II | 2010–2014

- Provided high-tier support for the **Pyxis Connect** ecosystem, managing remote diagnostics for **on-site pharmacy servers** and integration servers critical to hospital workflows.
- Resolved complex hardware, software, and network failures for **Pyxis MedStation** and **Impact! (Surgical Instrument Management)** systems.
- Managed secure **remote connections** to on-premise infrastructure to perform server-side troubleshooting and database maintenance.

CERTIFICATIONS & EDUCATION

- **Bachelor of Science, Information Technology** | Western Governors University
- **CompTIA Certifications:** Security+, **Linux+**, Network+, Project+, A+
- **Currently Pursuing:** CompTIA **SecAI+** (AI-Driven Security)