

Paul Pelletier

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Professional Summary

Principal Support Engineer with 17+ years of experience supporting complex enterprise backup and distributed systems. Specializes in Tier 3/4 escalation, root cause analysis, and cross-domain troubleshooting across application, infrastructure, database, and network layers. Recognized for resolving high-impact production issues and stabilizing critical environments.

Handles 15–25 high and critical severity incidents per month within enterprise environments, delivering reliable resolutions and driving long-term system stability. Collaborates closely with Engineering, QA, and Product Management to prioritize defects, validate fixes, and improve platform performance.

Professional Experience

OpenText — Principal Support Engineer (Remote)

11/2008 – 03/2026

Technologies: OpenText Connected Backup, Connected MX (CMX), OpenText IDOL, OpenText Enterprise Server (OES), Microsoft SQL Server, Windows Server, Linux

- Led resolution of 15–25 high and critical severity incidents per month (Sev1/Sev2) across enterprise backup and distributed systems, serving as a primary escalation point within production environments
- Diagnosed and resolved complex cross-domain issues spanning application, database (SQL Server), infrastructure, and network layers using log analysis, query analysis, and system diagnostics
- Performed advanced troubleshooting across multi-tier architectures, including agents, web services, backend systems, and SQL databases, isolating failures across distributed components
- Acted as a primary escalation point for enterprise customers, partnering with Technical Account Managers and key stakeholders to manage critical incidents and provide clear, actionable technical guidance in high-pressure situations
- Collaborated with Engineering, QA, and Product Management to drive defect resolution from triage through code fix, influencing prioritization based on customer impact
- Served as Product Owner for sustaining engineering, managing defect backlog and coordinating hotfix development and release validation
- Maintained deep expertise across multiple enterprise platforms, supporting stability, interoperability, and continuity through multiple acquisitions and organizational transitions
- Identified recurring issues and drove engineering fixes to reduce repeat incidents and improve system reliability
- Developed and implemented workarounds for critical product limitations, minimizing downtime and customer impact
- Mentored engineers and conducted case reviews to improve troubleshooting effectiveness and escalation handling
- Authored knowledge base content and technical documentation using KCS methodology
- Managed backlog of escalated issues and coordinated investigations with engineering teams
- Additionally supported Fortune 500 enterprise environments as a named systems engineer handling high-priority escalations

On Radio Inc — Technical Support Engineer / Systems Administrator (Part-Time, Remote)

06/2008 – Present

- Design and maintain remote administration environment using VPN and jump hosts, enabling secure system access
- Provide ongoing technical support across endpoints, systems, and networking environments
- Administer web platforms, certificates, endpoint systems, and email services
- Support streaming technologies including multi-platform distribution via Alexa and Restream
- Recommend and implement cost-effective IT solutions to improve system performance

Core Competencies

Escalation & Support: Tier 3/4 escalation management, incident triage and resolution, root cause analysis, customer escalation handling

Systems & Platforms: Enterprise backup and recovery, distributed systems, Windows Server, Linux, multi-tier application environments

Database & Analysis: Microsoft SQL Server, SQL query development, log analysis and diagnostics

Networking & Security: TCP/IP, DNS, SSL/TLS certificate management

Operations & Delivery: Defect triage and prioritization, hotfix and release coordination, cross-functional collaboration

Process & Leadership: Technical documentation (KCS), knowledge base development, training and mentoring, Agile (Scrum), Jira

Education & Training

New England Institute of Technology — Information Technology (Coursework Completed)

CompTIA Security+ Certification Exam Preparation

Enterprise Linux System Administration I & II — New Horizons

Certifications

Microsoft Certified Professional (MCP)