

# Scott Böning

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## Bilingual Technical Support Engineer

Bilingual Technical Support Engineer with extensive experience in troubleshooting complex technical issues and providing customer-centric support. Proven ability to collaborate with cross-functional teams to ensure client satisfaction. Fluent in German and English, with a passion for understanding customer needs and delivering clear, effective solutions.

## SKILLS OVERVIEW

*MuleSoft | Anypoint Platform | REST APIs | SQL | Troubleshooting | Problem solving |  
Communication | Customer Satisfaction | Salesforce Case Management | Cross-functional  
collaboration | German (Native) | English (Fluent)*

## RELEVANT TECHNICAL EXPERIENCE

### Technical Support Engineer for MuleSoft at Salesforce, Dublin, Ireland

01/25 - present

- Provide technical support for integration and connectivity-related issues across MuleSoft's Anypoint Platform, including API authentication, TLS configuration, and access management
- Support enterprise customers across EMEA and APAC, using structured case handling and communication practices to drive efficient issue resolution
- Preparing for inclusion in Sev1 readiness program and taskforce supporting priority DACH-region accounts
- Resolve issues related to system performance, networking, virtualization, and application deployment, leveraging tools like CDFControl, Wireshark, ProcMon, and ProcDump
- Recognized for detailed internal notes, clean case handovers, and proactive engagement with customers
- Consistently meet and exceed KPIs related to customer satisfaction and resolution time

### Technical Support Engineer at Citrix, Dublin, Ireland

06/23 – 10/24

- Troubleshoot and resolve complex technical issues across Citrix Cloud and Citrix Virtual Apps and Desktops (CVAD) environments, ensuring timely resolution and minimizing customer downtime
- Provide multi-channel support via ticketing systems, email, and screen sharing, delivering expert-level assistance to end-users and enterprise clients, leveraging tools like Salesforce Case Management to track and manage client cases
- Managed Sev1 incidents involving production outages, collaborating with internal escalation and product teams to restore functionality under pressure
- Resolve issues related to system performance, networking, virtualization, and application deployment, leveraging tools like CDFControl, Wireshark, ProcMon, and ProcDump
- Collaborate with cross-functional teams such as Customer Success, Engineering, and Product to escalate, resolve, and provide feedback on critical client issues, contributing to product enhancements and improved user experience
- Consistently meet and exceed KPIs related to customer satisfaction and resolution time

## TECHNICAL CERTIFICATES

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- **Salesforce Certified MuleSoft Developer**, Salesforce
- **Salesforce Certified AI Associate**, Salesforce
- **Diploma in Full Stack Software Development**, Code Institute
- **Python for Everybody**, University of Michigan via Coursera
- **Customer support agent / call center agent (IHK)**, Call Center Akademie Düsseldorf, Germany

## PROJECT EXPERIENCE

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### [Blogfolio \(repo\)](#)

- Created a portfolio page using Django, Docker, PostgreSQL, and Bootstrap, applying feedback from users to refine the platform and increase usability

### [Scifi zone \(repo\)](#)

- Developed a full-stack e-commerce project focusing on user experience, resolving user feedback, and ensuring seamless platform functionality using Django, PostgreSQL, and AWS

## EDUCATION | CREDENTIALS

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**Graduate Psychologist**, Rheinische Friedrich-Wilhelms-Universität, Bonn, Germany

## PREVIOUS WORK EXPERIENCE

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### **Psychologist at Klinik Angermühle, Deggendorf, Germany**

**03/2015 – 12/2022**

- Diagnosed and treated sleep disorders, providing education on sleep hygiene
- Compiled medical reports and worked with multidisciplinary teams for optimal care

### **Psychologist at MPU Beratung BW, Plochingen, Germany**

**06/2011 – 02/2015**

- Helped clients understand behaviors that led to the loss of their driver's licenses and guided them on strategies to change these behaviors
- Prepared clients for their Medical-Psychological Assessment (MPU) to help them regain their licenses
- Trained and supervised Medical-Psychological Assessment advisors, ensuring a high standard of service.

### **Health manager at AnyCare GmbH, Stuttgart, Germany**

**08/2009 – 08/2010**

- Held structured interviews with clients suffering from depression or burn-out
- Gave clients structure through regular phone calls
- Reduced costs of treatment for the insurance company by either preventing work incapacity or enabling clients to return to work