

Scott Böning

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Bilingual Technical Support Engineer (German, English)

Experienced Technical Support Engineer with a strong focus on customer success, communication, and problem-solving. Adept at troubleshooting complex issues, providing technical solutions, and collaborating across teams to drive customer success.

SKILLS OVERVIEW

Citrix CVAD | Citrix DaaS | Troubleshooting | Problem solving | Communication | Customer Satisfaction | Salesforce Case Management | Technical Documentation | German (Native) | English (Fluent)

RELEVANT TECHNICAL EXPERIENCE

Technical Support Engineer at Citrix, Dublin, Ireland

06/23 - present

- 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
- **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
- Maintain and update **technical documentation** and **knowledge base articles**, helping internal teams and customers access up-to-date solutions and workarounds

Hackathon Experience

- Facilitated and participated in multiple hackathons, focusing on teamwork, communication, and delivering software solutions under tight deadlines

Community content creator

- Published educational content on technical topics such as Python, JavaScript, and relational databases, simplifying complex concepts for diverse audiences

TECHNICAL CERTIFICATES

- **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

[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

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

PREVIOUS WORK EXPERIENCE

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