

NICH POOLE

PRODUCT MANAGEMENT | ENDPOINT SECURITY & PLATFORMS

Nicholas G Poole | North Richland Hills, TX | (682) 808-0868
NGPoole@outlook.com | linkedin.com/in/ngpoole

PROFESSIONAL SUMMARY

Cybersecurity product manager with prior hands-on experience in security platform deployment, multi-cloud SRE, and 24/7 FedRAMP operations. Owns strategy and delivery across endpoint protection, vulnerability patching, platform APIs, and cloud security. Translates customer and operational needs into requirements, roadmap priorities, and delivery backlogs; coordinates global engineering, UX, and go-to-market teams on customer workflows and launches.

Endpoint protection | Vulnerability patching | Platform APIs | Customer discovery | Roadmap prioritization | Product requirements | Backlog ownership | Cross-functional delivery

PROFESSIONAL EXPERIENCE

TrendAI | Mar 2021 - Present

Product Manager | Nov 2023 - Present

Senior Site Reliability Engineer | May 2022 - Nov 2023

Staff DevOps Platform Engineer | Jun 2021 - May 2022

DevOps Platform Engineer | Mar 2021 - Jun 2021

- **Security product ownership.** As Product Manager, owned strategy and delivery across endpoint, firewall, vulnerability patching, platform APIs, AI Data Factory, MCPs, and cloud security. Translated customer and technical needs into requirements, roadmap priorities, and a delivery backlog.
- **Customer workflows & adoption.** Led product work for deployments, migrations, and onboarding around integration, security, and operational needs. Used customer, sales, and support feedback to guide API usability, adoption, and cloud workflow improvements.
- **Engineering partnership & launches.** Coordinated global engineering and UX teams; aligned sales, marketing, support, and engineering on release readiness, launches, and customer transitions.
- **Operational insight from SRE.** Previously supported 24/7 AWS, Azure, and GCP SaaS reliability in a FedRAMP environment. Led incident mitigation, worked with R&D on corrective-action priorities, and implemented infrastructure automation.
- **Security deployment foundation.** In earlier DevOps roles, translated customer cloud needs into technical requirements; designed, deployed, and supported Deep Security and Cloud One across AWS, Azure, and VMware. Brought deployment findings and customer feedback to product teams.

NICH POOLE

PRODUCT MANAGEMENT | ENDPOINT SECURITY & PLATFORMS

PROFESSIONAL EXPERIENCE, CONTINUED

Boldyn Networks | Nov 2016 - May 2021

Network Operations Center Engineer | Feb 2020 - May 2021

Field Services Supervisor | Sep 2018 - Feb 2020

Field Service Coordinator | Apr 2017 - Sep 2018

Field Service Intern | Nov 2016 - Apr 2017

- **Operational workflows.** As NOC Engineer, resolved enterprise outages, coordinated technical and non-technical stakeholders, and maintained incident documentation in a 24/7 environment.
- **People & delivery leadership.** As Field Services Supervisor, managed 8-20 direct reports nationwide. Hired and trained coordinators, led regional projects and network audits, and trained new coordinators and supervisors.
- **Customer service coordination.** Earlier coordinated end-user escalations, installations, and outage response with network partners; scheduled onsite appointments against a 24-48-hour SLA.

Wells Fargo | May 2014 - Apr 2017

Local Area Network Analyst | May 2015 - Apr 2017

Personal Banker | Aug 2014 - Apr 2015; Bank Teller | May 2014 - Aug 2014

Moved from customer-facing banking into network troubleshooting and technical support, building a foundation in customer service and enterprise systems.

CORE SKILLS

Product & delivery: Strategy, roadmap planning, customer discovery, requirements, backlog prioritization, API usability, onboarding, migrations, release readiness, Agile / Scrum, Jira.

Security & platforms: Endpoint protection, firewall security, vulnerability patching, Trend Vision One, Deep Security, Cloud One, platform APIs, cloud security, XDR, SIEM, IDS/IPS; product scope includes AI Data Factory and MCPs.

Technical foundation: Linux, Windows, AWS, Azure, GCP, VMware ESXi, Terraform, Jenkins, CI/CD, Python, Go, infrastructure automation, incident mitigation, disaster recovery, ServiceNow, Salesforce.

EDUCATION & CERTIFICATIONS

Dakota State University | Computer Science coursework | 2012-2014

Programming tutor; football scholarship.

Microsoft Certified Azure Fundamentals | Issued January 2022

Previously earned, now expired: Google Associate Cloud Engineer (Apr 2026); AWS Solutions Architect - Associate (Dec 2024); Deep Security 20 Certified Master and Professional (Sep 2023); CCNA Routing and Switching (Jan 2023); CCENT (Nov 2022).