

Meet the Cloud Support experts



Interview



Robert Breault

Principal Cloud Support Specialist

How did you transition from Product Support to Cloud?

I had been doing DSE (Designated Support Engineer) for about four to five years and I was like, "well, let me go back to the Cloud side." I came from application servers — everywhere I have worked it has always been 'cloud' even though it was not called cloud.

What inspired you to make the move to Cloud?

I'm a geek for technology and learning, always staying with the latest stuff. My entire career was always based either ecommerce websites or applications as services for customers. It was just kind of a natural fit to go back to that.

What do you need to be successful in your role?

For me, the strongest point is that management understands the technology as much as the tech people do and gives the tech people room to utilize that technology in the ways it is meant to be used. If you want the most out of somebody, somebody has got to be motivated to become that person, and they got to do that on their own.

Are there any similarities between Enterprise and Cloud support?

It all comes down to the customer. So, there are a lot of similarities that go back and forth.

But, in Cloud, you start to build relationships with the customers because you are working directly with them. It is a lot closer, family kind of feeling. Everyone feels the pain when something goes wrong.

What skills do you need to succeed in Cloud support?

For me, the biggest personal skill or the skill I look for when I interview people is the drive of a person: the openness of that person to be willing to go out there and jump in and get their feet wet. I believe anyone can succeed in Cloud support if they are willing to put in the work and not be afraid of taking that step.

What opportunities has Cloud support provided you with?

Extensive learning opportunities that, working with all these modern technologies, there's just more growth for my career and what I love doing. It is a continuous learning thing. It is always pushing the boundaries of what you think you can do and what you can do. For me that is fun because that is what keeps me very engaged in what is happening.

What advice would you give to someone looking to move to Cloud support?

Jump in with both feet! You are going to feel overwhelmed at first but, if you understand that coming in, it is a different challenge than normal support. It has got a whole other layer on it and, if you are willing to jump in and look at it that way, you can really enjoy and really move your career in any direction you want to go at that point.

Any last thoughts?

OpenText really does give us a lot of opportunities and growth mechanisms. I genuinely enjoy what I do. Whether it is here or anywhere else, passion is super important. I am lucky: I do what I love for a living, so it makes everything easier.