

JESSI JULLIE

TECHNICAL ENABLEMENT AND POST-SALES ENGAGEMENTS

CONTACT



415-529-0084



jessi.jullie@gmail.com



jessi-jullie.me

TECHNICAL

- ✦ HTML, CSS, PHP, SQL, Python
- ✦ DevOps, SRE, SDLC, Git
- ✦ AWS/GCP
- ✦ K8s, Docker
- ✦ Storage Systems, CDNs
- ✦ DNS, Networking
- ✦ Observability
- ✦ Security
- ✦ OpenTelemetry
- ✦ System Integrations
- ✦ General Debugging
- ✦ English (C2), Español (B1), Français (A1)

EDUCATION

SF STATE UNIVERSITY

Master of Arts | Social Sciences
Thesis: Lexicon Commonalities and Dissimilarities

SF STATE UNIVERSITY

Bachelor of Arts | Sociology

PROFESSIONAL SUMMARY

Over a decade of experience working in technical post-sales client engagements and internal enablement. Skilled at running multiple large strategic cross-collaborative projects concurrently as a problem-solving technical point of contact. Focus is on PaaS and SaaS products for strategic clients; primarily tools for observability and performance monitoring, feature management, collaborative development, and application performance improvement.

If it makes developers' lives easier, I'm interested in it. If it's a new, cutting edge technology, I want to learn it. If it's broken, I want to fix it.

RELEVANT EXPERIENCE

SPLUNK: OBSERVABILITY PLATFORM

Sr. Customer Reliability Engineer | 2020-Current

Customer facing technical liaison between internal teams and private realm customer with \$20M ACV and complex multi-product deployment while internally supporting internal pre/post sales teams with implementation analysis.

- Defined processes for support triaging, incident escalations and capacity scaling timelines while engaging in incident management.
- Overhauled internal user access audits for SOC2 Compliance; bringing process from 150 hours quarterly to 20 hours monthly to pass SOC2.
- Ran enablement program for pre/post sales teams as well as running a sizing/tuning project supporting all O11Y customers.
- Team Award to recognize accomplishments with largest strategic client.
- Delivered highly praised internal training to introduce core devs to O11Y.

LAUNCHDARKLY: FEATURE FLAGGING SAAS

Technical Account Manager | 2018-2019

Built out the post-sales client engagement process and acted as technical point of contact for strategic clients above \$150k ACV.

- Rewrote internal VPN docs during first week, reduced process from 2-3 days to 2 hours even for non-technical colleagues.
- Produced and presented customer trainings on *Core Concepts, Architecture, Best Practices, User Targeting, Custom Roles, and Relay Proxy*.
- Handled internal training for new hires and created both *Computer Science 101* and *Git, Branches and Feature Flags* training sessions.
- Built out and ran a paid half-day training for customers called *SpaceCamp*

PANTHEON SYSTEMS: PHP WEBOPS PAAS

Enterprise Onboarding Manager | 2014-2018

Acted as technical lead for enterprise clients above \$50k ACV (\$500k BoB) and provided load testing, site optimization reports and site launch assistance.

- Streamlined the load testing process for sites and helped bring completion time down to 2 hours for simple sites without POST or authentication functionality.
- Concurrently managed over a dozen separate website launch projects at any given time with a median time of 2 months from onboarding to site launch.