

# JESSI JULLIE

## PROJECT MANAGEMENT AND POST-SALES ENGAGEMENTS

### CONTACT



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### TECHNICAL

- ✦ HTML, CSS, PHP, SQL
- ✦ Git, Locust, JMeter
- ✦ Application Development
- ✦ DB Systems
- ✦ Storage Systems, CDNs
- ✦ DNS, Networking
- ✦ Performance Monitoring
- ✦ System Integrations
- ✦ Hosted Services
- ✦ General Debugging

### EDUCATION

#### SF STATE UNIVERSITY

Master of Arts | Sexuality Studies  
*Thesis: Sexual Lexicon  
Commonalities and Dissimilarities*

#### SF STATE UNIVERSITY

Bachelor of Arts | Sociology

### PROFESSIONAL SUMMARY

I am a customer success professional with years of experience working in post-sales client engagements. I'm skilled at running multiple large Enterprise projects concurrently as a technical point of contact and take them from introductory orientation of product to ongoing training resources and onto final phases of audits/testing. My focus is on PaaS and SaaS products for Enterprise and 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

#### 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 and provided load testing, site optimization reports and site launch assistance.

- Carried a \$500k ACV book of business and specialized in large migrations for Drupal and Wordpress along with new website initiatives.
- Spent three years doing a weeklong 24/7 emergency on call rotation each month, requiring shell access to the platform in the event of platform instead of PEBCAK issues. In the event of PEBCAK, provided customers with fixes.
- 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.