

# ANNA

Qualified, responsible **SALES ENGINEER** with five years of dev-ops and security experience. Always asking questions and learning new skills. Based in Boston, MA.

## EXPERIENCE

Datadog | Boston, MA

**Sales Engineer, Customer Success | November 2023 - Present**

*Team up with customer success teams to demonstrate Datadog's value, vision, and strategy. Lead discovery and provide solutions to solve complex monitoring and observability needs.*

Unqork | New York, NY

**Lead Support Engineer | February 2022 - April 2023**

*Recruit and coach support engineers to build a team and help customers manage complex no-code workflows. Specialized in Devops and SRE strategy.*

**Senior Support Engineer | July 2021 - February 2022**

*Created strategic platform monitors for customer environments and servers to proactively detect performance issues and outages. Oversaw summer intern data analysis effort to uncover patterns and trends in our incident response process*

**Configuration Support Engineer | April 2020 - July 2021**

*Expert in Unqork no-code configuration. Created tools for internal and extra use including bulk data management and incident priority calculation.*

## EDUCATION

Emmanuel College | Boston, MA

Class of 2017 | Bachelor of Arts in English, Communications, and Media Studies  
Art, literature, films, advertisements and technologies that define our culture.

General Assembly | New York, NY

Javascript Development | January 2020 - April 2020

Mastered the fundamentals of Javascript to build a fully-functional mobile application.

# TOPPING