

# Dalin Stone

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## Work Experience

Docker

April 2023 - Present

### Customer Success Manager

September 2024 - Present

- Conduct monthly Admin onboarding webinar focused on activating paid-for features and increasing product usage activity
- Develop dashboards in Salesforce, Gainsight, Sigma, and Looker for KPI reporting and tracking of customer success efforts and resolution
- Used linear regression to create the rubric determining what constitutes a “healthy” customer
- Wrote TypeScript to modify Docker Desktop to display learning and training content

Account Executive

March 2024 - August 2024

- Led the West team in pipeline generation (\$75k per week at ACV ~\$16k) delivering tailored solutions and filling technical needs
- Trained a team of 16 reps in outbound prospecting and technical product knowledge
- Programmed a Chrome Extension to display critical technical information during real-time customer calls empowering reps to answer questions successfully

Senior Business Development Rep

November 2023 - February 2024

- Secured \$1M+ all-time sourced revenue closed won with \$2.5M+ all-time sourced opportunity revenue
- Won 2023 BDR of the Year and Top NA BDR after only starting in April '23 for exceptional problem-solving and customer impact
- Earned Q4 Docker Beacon Award for being ‘Most Outcome Driven’ company wide after acting as a subject matter expert in Docker use cases, internal workflows and data

Business Development Rep

April 2023 - November 2023

- Achieved Q2 280%, Q3 187%, Q4 121% and cumulative 196% attainment
- Awarded #1 BDR ‘Digging for Gold’ Q2, Q3, Q4
- Delivered outbound prospecting sales training to entire sales org and trained all new BDR hires

The Church of Jesus Christ of Latter-day Saints

January 2023 - April 2023

### SOC Intern

- Investigated over 50 different cybersecurity incidents from 30k global user workforce identifying security issues and user accounts with tools such as ServiceNow, Splunk, Sophos, and Palo Alto
- Collaborated with cross-functional IAM, Engineering, Data, and Network teams to remediate incidents
- Worked on a unfinished project for mapping IP connections using Python and a browser map

Saela Pest Control

August 2022 - April 2023

### Data Engineer

- Built ETL pipeline using Python, Prefect, MySQL, Docker, and Tableau API reducing run time by 95%
- Lead QA process implementation reducing SLA time by 97%
- Deployed pipeline to AWS EC2 instance using Docker and Linux automation in production environment

Goldman Sachs

March 2022 - August 2022

### Senior Analyst

- Reduced data SLA time by 7 days using DataBricks, Snowflake, and Oracle SQL Server to pull 100M+ rows of financial data simplifying our investigation workflow
- Presented political contributions and crypto fraud investigations to Partners and Managing Directors resulting in financial account flagging, law enforcement hand-off, or customer termination

*Abnormal Security*

**QA Analyst**

July 2021 - March 2022

December 2021 - March 2022

- Developed and implemented quality plan increasing KPI and SLA metrics for team of 30 analysts raising overall team label accuracy beyond 95% and throughput by 5% per analyst
- Led technical hiring interviews for over 10 candidates
- Collaborated with Data, Engineering, and PM teams to implement training platforms using a K-means algorithm to accurately score data labeling

**Security Analyst - Data Labeler**

July 2021 - December 2021

- Triaged over 2k email messages per week and more than 300 compromised accounts with 99% accuracy to train the AI model for email security analysis for both pre and post training datasets
- Authored several phishing attack blog posts
- Created multiple DataBricks dashboards for KPI and SLA metrics tracking of a team of 30 analysts
- Automated working hour reporting process with iterations of automated Google scripts, Google App, and Slack workflows

**Volunteer Experience**

*The Church of Jesus Christ of Latter-day Saints*

July 2017 - August 2019

**Full-Time Volunteer**

- Provided humanitarian, language, wellbeing, and religious service to native communities in Russia
- Supervised over 20 mission personnel while training and developing multiple volunteer mission sites

**Technical Expertise**

**Programming Languages:** Python, SQL, HTML/CSS, JavaScript, Bash, Ruby, (learning) Go and Erlang

**Tools:** AWS, Azure, Docker, Linux, Prefect, Tableau, DataBricks, Snowflake, Splunk, Tines

**Customer Tools:** Salesforce, Gainsight, Sigma, Outreach, Looker, Zoom Info

**Certifications:** Docker Fundamentals, Tines Core, Prefect Associate, Microsoft Azure, AWS CCP

**Education**

**Brigham Young University - Idaho**

April 2026

BACHELORS OF SCIENCE, APPLIED TECH

**Brigham Young University - Provo**

April 2021

BACHELORS OF ARTS, RUSSIAN