

Daniel Sims

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Strategic Technical Leader | Data-Driven Innovator | Technology Solutions Driver

Summary

Dynamic professional with a strong background in technical leadership, technical account management, software engineering, and data analytics. Proven expertise in Agile Software Development Lifecycle methodology, risk management, and tracking dependencies and milestones. Skilled in utilizing cloud IaaS and PaaS offerings such as AWS and Azure. Demonstrated ability to drive Operational Excellence, implement organizational-scale solutions, and manage complex projects. Committed to embracing cutting-edge technologies like VR to drive business success and societal impact.

Education

UNIVERSITY OF WASHINGTON

Seattle, WA

BA, Business Administration

2015

Relevant Coursework: Business Project Management, Business Statistics, Financial Institutions and Markets, Information Management and Analysis, Management of Organizations, Operations and Project Management, Marketing Management

Experience

SERVICENOW - CLOUD OBSERVABILITY

Seattle, WA (Remote)

Senior Technical Account Manager

Sept. 2023 – Present

- Worked with large enterprise customers transmitting hundreds of terabytes of telemetry data per day.
- Developed Artificial Intelligence retrieval augmented generation (RAG) systems to augment my own learning and customer learning.
- Worked with customers and stakeholders across the globe to implement tracing, metrics, and logs and to develop a monitoring strategy.
- Managed and maintained strong relationships with enterprise customers, serving as their primary point of contact and ensuring their success with the ServiceNow Cloud Observability platform.
- Conducted regular weekly meetings with customers to discuss project plans, provide updates, and address any concerns or challenges.
- Utilized strong communication and presentation skills to effectively convey complex technical concepts to both technical and non-technical audiences, including business and technical users.

STARBURST DATA

Seattle, WA (Remote)

Manager, Technical Account Management

Aug. 2022 – Jun. 2023

Technical Account Manager

Aug. 2021 – Aug. 2022

- Utilized advanced AI tools, notably GPT-4, to enhance operational efficiency across multiple areas, including the creation of internal and external planning documents, the generation of powerful presentations, data analysis for informed decision-making, design of OKRs and supporting documentation, and the proposition of new educational and service programs.
- Oversaw the company's most prominent and technically demanding customer accounts, demonstrating skills in client management, and technical problem-solving.
- Led and nurtured a high-performing team, creating an environment that promoted teamwork, empowered individuals, and boosted team performance.
- Leveraged quantitative background and programming expertise to introduce analytics solutions on a team and company-wide scale.
- Collaborated with product and engineering teams, contributing to product enhancements and bridging the gap between clients and internal teams.

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OPENMARKET INC. Senior Technical Account Manager

Seattle, WA (Remote)
Dec. 2020 – Aug. 2021

- Worked closely with the company's most significant account to design and implement global text messaging platforms, including innovative products such as satellite communication.
- Collaborated with 19 teams of engineers, innovators, DevOps engineers, and platform engineers to monitor and stabilize a real-time global platform.
- Managed time-sensitive SMS data, understanding the importance of avoiding delays to maintain its value.
- Developed data warehouse infrastructure using Parquet, S3, Hive, and Presto to handle billions of rows of text message data.

SPEARHEAD CAPITAL MANAGEMENT, LLC Owner, Financial Advisor

Seattle, WA (Remote)
Dec. 2020 – Aug. 2021

- Developed and maintained Athena, a program using C# for the collection and storage of empirical market micro-structure data, including live streaming equity/index derivative data, implied volatility skew, and put/call-parity deviations.
- Constructed a Derivative Pricing Calculator, a tool for mass valuation of options using Python and SQL Server, applying the Black-Scholes formula to include Delta, Vega, and Implied Volatility calculations.
- Built Neural Networks to predict derivative pricing and utilized quantum computing to balance a basket of derivative securities and risk hedges, guided by financial theories such as Black-Scholes, Information Theory, and Kelly Optimization.
- Created and maintained a fully automated Market Data Pipeline from US exchanges to aggregated visualization using AWS Athena, Tableau, and Powershell, handling all Index/equity derivative trades on every US exchange.
- Developed a nightly automated Monte Carlo Simulation workflow using Python, AWS Athena, AWS S3, and Linux to compute stocks' probabilistic outcomes for specific future dates.

TABLEAU SOFTWARE Manager, Software Engineering Manager, Technical Account Management Technical Account Manager Support Engineer - Analytics

Seattle, WA
May 2017 – Dec. 2018
Jun. 2015 – May 2017
Sep. 2014 – Jun. 2015
Nov. 2013 – Sep. 2014

- Led technical troubleshooting efforts for the world's largest analytics platforms, addressing complex, high-level issues that required a deep understanding of large-scale data handling.
- Conducted regular meetings with C-Level executives to provide updates on critical escalations, demonstrating effective communication skills and the ability to manage relationships with high-profile stakeholders.
- Responded to critical client needs by personally visiting customer sites for presentations and hands-on troubleshooting, indicating a commitment to customer service and ability to handle high-pressure situations.

Skills & Interests

Technical: Python, SQL, Java, C#, C++, Distributed Systems, Big Data, Data Visualization, Tableau, Linux, Git, AWS, GCP, Azure, Open-Source Collaboration, Troubleshooting, Agile Software Development Lifecycle methodology

Interpersonal: Communication, Leadership, Problem-solving, Teamwork, Adaptability, Time Management, Relationship Building, Negotiation, Empathy, Cultural Awareness

Project Management: Strategic Planning, Risk Management, Task Prioritization, Resource Allocation

Interests: Virtual Reality, Artificial Intelligence, Machine Learning, Traveling, Electric Scootering