

# DANIEL SIMS

Data-Driven Tech Leader

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## PROFESSIONAL EXPERIENCE

### Starburst Data

#### Manager - Technical Account Management

📅 Aug 2022 – Jun 2023

I managed a specialized team of technical account managers who catered to high-profile clients, navigated complex challenges, and implemented systems to enhance operational efficiency. My focus was on using innovative solutions and clear communication to achieve customer satisfaction and drive team performance.

- Implemented and administered Tableau Server across the company, providing a unified data layer and improving departmental coordination. This solution significantly enhanced daily operations, as evidenced by up to 1000 views of dashboards per day.
- Successfully developed 'Radar Ping', a unique tool integrated into Slack, providing predictive insights into account management issues and facilitating effective team communication, enhancing decision-making and problem-solving capabilities.

#### Technical Account Manager

📅 Aug 2021 – Aug 2022

In this role, I fused technical expertise with account management, cultivating relationships with significant customer accounts while driving data solutions. Leveraging Trino/Presto and other advanced technologies, I built robust data strategies that facilitated efficient data federation and querying for the world's largest datasets.

- Served as the trusted point of contact for high-profile customer accounts, consistently delivering high-quality support and facilitating collaboration with global data teams.
- Fostered strong relationships with product and engineering teams, contributing to significant product enhancements through informed liaising and effective communication.

### OpenMarket, Inc.

#### Senior Technical Account Manager

📅 Dec 2020 – Aug 2021

Played a pivotal role in designing and implementing global text messaging platforms for the company's most significant account. Managed real-time global platform stability, handled time-sensitive SMS data, and developed data warehouse infrastructure.

### Spearhead Capital Management, LLC

#### Owner, Quantitative Analyst, Financial Advisor

📅 Dec 2018 – Dec 2020

Managed a diverse role encompassing quantitative analysis, software engineering, data engineering, and financial advising. Developed various tools and strategies for data collection, storage, and analysis, contributing to the firm's financial decision-making.

### Tableau Software

Promoted to support and engineering roles of progressive responsibility over five years within \$1B business intelligence and data analytics software company.

#### Manager - Engineering - Supportability

📅 May 2017 – Dec 2018

Progressed through various roles in this leading business intelligence and data analytics software company. Led technical troubleshooting efforts for the world's largest analytics platforms and managed relationships with high-profile stakeholders.



🔗 DSims21

## ABOUT ME

*"I am a time-tested customer success professional with a background in client services and technology. I have the skills necessary to successfully provide the highest level of care to all levels of accounts."*

## EDUCATION

B.A., Business Administration

University of Washington

📍 Bellevue, WA 📅 2015

## TOP TRAITS



#### Customer Focused

A sense of urgency and desire to resolve customer issues efficiently.



#### Highly Technical

A rapid understanding and adoption of new technologies.

## CERTIFICATIONS



Tableau - Server Certification



Tableau - Desktop Qualification



FINRA - Series 3, 7, 63, 66

## SKILLS

### Support Management

Troubleshooting Debugging

Escalations Prioritization

Training SLAs

### Account Management

Strategic Planning Presentations

Client Engagement User Stories

### Technologies

Data Lake Kubernetes Linux

Amazon Web Services (AWS)

Tableau Git Databases

### Languages

Python SQL Java C#