

# Daniel Sims

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## Key Qualifications

- Demonstrated expertise creating and deploying ML infrastructures, leveraging Python, distributed computing, and open-source collaboration (e.g., Trino/Presto, OpenAI) in multi-cloud environments.
- Skilled at container orchestration (Kubernetes, Docker) and microservices architectures to power large-scale AI/ML and observability solutions (tracing, metrics, logs).
- Experienced in designing automated data pipelines and batch or streaming ETL flows that feed and monitor sophisticated AI systems.
- Proven success in managing and mentoring cross-functional teams spanning multiple time zones, championing Agile-like methods, and driving operational excellence.
- Adept at communicating complex technical concepts to executives, translating business challenges into scalable AI solutions, and maintaining stakeholder alignment.
- Advanced proficiency in AI model development, generative AI, neural networks, and a variety of modern programming languages (Python, Java, C#).
- Track record of leading enterprise-level client engagements, providing advisory for large-scale data strategies, and spearheading product improvements collaboratively with engineering.

## Experience

### SERVICENOW

**Product Innovation Architect, AIOps**  
**Senior Technical Account Manager**

Dec. 2024 – Present  
Sept. 2023 – Dec. 2024

- Architect and implement advanced AI-driven solutions (including generative AI) to optimize enterprise observability, leveraging telemetry and distributed tracing for planetary-scale customers.
- Built collaborative relationships with product managers, engineers, and global support teams, ensuring robust monitoring frameworks and streamlined SLAs across hybrid cloud deployments.
- Provided deep technical oversight, offering strategic advice to both internal stakeholders and Fortune 500 clients, driving adoption of modern AIOps best practices.
- Drove enhancements in tracing, metrics, and log pipelines to handle hundreds of terabytes of data per day, onboarding geographically diverse enterprises with minimal latency.

### STARBURST DATA

**Manager, Technical Account Management**  
**Technical Account Manager**

Aug. 2022 – Jun. 2023  
Aug. 2021 – Aug. 2022

- Led a high-performing global team of technical account managers overseeing top-tier enterprise accounts, implementing AI-enabled analytics solutions using Trino/Presto.
- Spearheaded architecture designs for multi-cloud Kubernetes deployments, introducing Helm-based container orchestration to scale massive data processing.
- Utilized generative AI to accelerate planning document creation, presentations, and data analysis, reducing operational overhead and boosting team efficiency.
- Collaborated with product and engineering teams, contributing code through GitHub pull requests that enhanced UI and usage-tracking methodologies to support enterprise innovations.

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## **INFOBIP LTD.**

**Senior Technical Account Manager**

Dec. 2020 – Aug. 2021

- Designed and launched large-scale global text messaging systems with satellite communication capabilities, coordinating with distributed engineering, DevOps, and platform teams.
- Engineered data warehouse infrastructures (using Presto, Hive, AWS Athena) to process billions of rows of time-sensitive SMS data.
- Built advanced monitoring dashboards to proactively spot delivery issues and drive near-real-time analytics, ensuring 99.9%+ uptime and consistent customer satisfaction.

## **SPEARHEAD CAPITAL MANAGEMENT, LLC**

**Owner, Financial Advisor**

Dec. 2018 – Dec. 2020

- Developed automation frameworks and AI-driven strategies (including neural networks and quantum computing concepts) to predict derivative pricing and optimize hedging models.
- Created data pipelines for massive market and volatility data, employing Python, SQL, and AWS for nightly Monte Carlo simulations and detailed visualization.
- Demonstrated end-to-end ownership of solutions, from architectural design to production readiness, while aligning with advanced financial regulatory standards and risk mitigation.

## **TABLEAU SOFTWARE**

**Manager, Software Engineering**

May 2017 – Dec. 2018

**Manager, Technical Account Management**

Jun. 2015 – May 2017

**Technical Account Manager**

Sep. 2014 – Jun. 2015

**Technical Support Engineer**

Nov. 2013 – Sep. 2014

- Managed multifaceted engineering and technical support teams within a hyper-growth analytics environment, directly overseeing critical deployments for global customers.
- Integrated large-scale data visualization pipelines, guiding enterprise clients toward advanced analytics solutions tailored to business needs and performance requirements.
- Participated in onsite sessions with C-level executives, employing strong communication and problem-solving skills to rectify complex issues and maintain 95%+ customer satisfaction.

## **Education**

### **UNIVERSITY OF SAN DIEGO**

Master of Science (MS) in Applied Artificial Intelligence

Expected 2026

### **HARVARD UNIVERSITY – HARVARD EXTENSION SCHOOL**

Master of Liberal Arts (ALM) in Computer Science

Expected 2027

### **UNIVERSITY OF WASHINGTON**

Bachelor of Arts in Business Administration

2015

## **Certifications**

### **HARVARD BUSINESS SCHOOL**

AI Essentials for Business

2024

### **MASSACHUSETTS INSTITUTE OF TECHNOLOGY**

Designing and Building AI Products and Services

2024