

# Daniel Sims

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**Product Innovation Architect | Technical Leader | Product Success Expert**

## Key Qualifications

- **Extensive Technical Experience:** Over 7 years in technical account management in SaaS companies, including ServiceNow, Tableau, and Starburst Data.
- **Proficiency with Cloud Platforms and ServiceNow:** Expert in AWS, Azure, GCP, and the ServiceNow platform, with hands-on experience deploying and managing Kubernetes and Docker environments.
- **Collaborative Product Engagement:** Proven ability to work closely with product management, product marketing, partners, and professional services to drive product enhancements and customer success.
- **Account Management Skills:** Managed and maintained strong relationships with enterprise customers across the globe, serving as their primary point of contact and ensuring their success with complex technical solutions.
- **AI and Innovation Mindset:** Developed AI-powered tools to enhance operational efficiency and customer learning, with a strong interest and background in artificial intelligence and machine learning applications.
- **Strong Presentation and Communication Skills:** Delivered impactful presentations and demonstrations to both technical and non-technical audiences, including C-level executives, and conducted training workshops.
- **Global Experience and Cultural Awareness:** Worked with customers and teams across Europe, North America, and Asia, demonstrating adaptability and understanding of diverse cultures.

## Education and Certifications

<b>UNIVERSITY OF WASHINGTON</b> BA, Business Administration	Seattle, WA 2015
<b>HARVARD BUSINESS SCHOOL</b> AI Essentials for Business	Online 2024
<b>MASSACHUSETTS INSTITUTE OF TECHNOLOGY</b> Designing and Building AI Products and Services	Online 2024
<b>SERVICENOW</b> Certified System Administrator	Online 2024

## Experience

<b>SERVICENOW</b> <b>Product Innovation Architect</b> <b>Senior Technical Account Manager</b>	Seattle, WA (Remote) Dec. 2024 – Present Sept. 2023 – Dec. 2024
<ul style="list-style-type: none"><li>• Acting as a trusted advisor to enterprise customers, driving initiative and project adoption at a program level within Cloud Observability and IT Operations Management.</li><li>• Collaborating with customers to implement observability solutions, including tracing, metrics, and logging, enhancing their telemetry capabilities.</li><li>• Working closely with Technical Program Managers, Product Managers, App Teams, Platform Engineers, and Support Teams to deliver customer success.</li><li>• Delivering presentations and demos of complex programs, training teams on observability best practices.</li><li>• Managing relationships with large enterprise customers, ensuring successful onboarding and adoption of ServiceNow solutions.</li><li>• Providing feedback to product management about product enhancements, aligning customer needs with product development.</li></ul>	

## Daniel Sims

### STARBURST DATA

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

Seattle, WA (Remote)  
Aug. 2022 – Jun. 2023  
Aug. 2021 – Aug. 2022

- Oversaw the company's most prominent and technically demanding customer accounts, demonstrating skills in client management and technical problem-solving (Outcome: Improved customer satisfaction rates by 35%)
- Managed world's largest datasets, using Trino/Presto for comprehensive data solutions, ensuring efficient data federation and massively parallel processing (Outcome: Enhanced data processing speed by 40%)
- Developed and implemented data infrastructure strategies for high-touch accounts, improving data storage, retrieval processes, and interoperability (Outcome: Improved data storage and retrieval efficiency by 30%)
- Collaborated with product and engineering teams, contributing to product enhancements and bridging the gap between clients and internal teams (Outcome: Contributed to 10+ significant product enhancements over the period)

### INFOBIP LTD.

**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 (Outcome: Successfully launched one-of-a-kind global text messaging platform)
- Developed data warehouse infrastructure using Parquet, S3, Hive, and Presto to handle billions of rows of text message data (Outcome: Improved data processing speed by 35%)
- Created internal visualizations to monitor delivery rates, proactively identifying and resolving issues to maintain optimal performance

### SPEARHEAD CAPITAL MANAGEMENT, LLC

**Owner, Financial Advisor**

Seattle, WA (Remote)  
Dec. 2018 – Dec. 2020

- 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 (Outcome: Improved prediction accuracy by 25%)
- 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 (Outcome: Provided daily probabilistic outcomes for stocks, improving decision-making accuracy)
- Managed, queried, migrated, and automated billion+ row datasets and reduced billions of events to create logic leading to actionable data points

### TABLEAU SOFTWARE

**Manager, Software Engineering**  
**Manager, Technical Account Management**  
**Technical Account Manager**  
**Technical 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 relationship management.
- Produced sentiment analysis on customer support case communication using natural language machine learning.