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.

- Fostered a culture of empowerment and teamwork, leading to a high-performing team in a challenging and technical environment. This leadership style resulted in improved team performance, higher job satisfaction, and the successful nurturing of individuals into roles of increased responsibility and challenge.
- Introduced an effective communication strategy that bridged the gap between clients and internal teams. This initiative involved setting up standardized patterns of client communication and internal 'key customer issues' escalations meetings, resulting in better issue tracking, faster problem resolution, and enhanced collaboration across the board.
- Implemented and administered a 600 user 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.

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 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

Seamlessly blended my technical acumen and client relationship management capabilities to significantly enhance our global text messaging platforms. I oversaw the global messaging operations for world-renowned technology companies, ensuring optimal performance and customer satisfaction.

- Managed global messaging operations, successfully handling billions of worldwide transactions. This role involved ensuring the seamless delivery of every text message, which significantly improved our client's operational efficiency and user experience.
- Collaborated with the Data Engineering team to build a robust and innovative data lake infrastructure using advanced technologies like Parquet, S3, Hive, and Presto. This strategic project effectively managed the enormous volume of text message data, demonstrating the importance of efficiency and accuracy in maintaining data value.

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#

Spearhead Capital Management, LLC

Owner, Quantitative Analyst, Financial Advisor
📅 Dec 2018 – Dec 2020

Founded and managed a boutique investment firm where I harnessed my expertise in data-driven solutions and quantitative analysis to bring value to the financial markets. I developed novel tools for derivative pricing and risk hedging, thereby fundamentally transforming the approach to investment.

- Developed automated workflows for Monte Carlo Simulations and built tools for mass valuation of options using the Black-Scholes formula. This unprecedented move not only streamlined operations but also increased accuracy and efficiency in option pricing and risk hedging.
- Developed a fully automated data pipeline, integrating all index/equity derivative trades on every US exchange along with other crucial market data. Combined with data aggregation and visualization, this sophisticated infrastructure brought transparency to analysis and enhanced decision-making capabilities.

Tableau Software

Manager - Software Engineering
📅 Nov 2013 – Dec 2018

I excelled in various roles of increasing responsibility within the support and engineering domains. My journey began as a Technical Support Engineer, progressing to a Technical Account Manager, followed by a Manager of Technical Account Management, and culminated as the Manager of Software Engineering.

- Led and managed teams ranging from 10 to 13 members across different roles, driving significant enhancements in defect triage, resolution, and product support. Championed the adoption of Scrum methodology and the development of innovative solutions, leading to improvements in operational efficiency, cost savings, and customer service.
- Excelled in customer-centric roles, delivering white-glove service to large enterprise customers and customizing solutions to meet unique needs. Achieved high customer satisfaction and renewal rates.

PROJECTS

Revamp of Customer Usage Calculation and Visualization (Starburst Data)

I spearheaded the complete overhaul of our company's method for calculating customer usage, a critical metric for both billing and sales. Before my intervention, this process relied on individual SQL queries that lacked standardization, often leading to variable aggregations or inaccuracies.

`Trino` `Python` `Tableau` `Data Engineering` `ETL` `Data Lake` `SQL` `Troubleshooting`

Radar Ping (Starburst Data)

This tool integrated microsurveys into Slack, delivering a rapid appraisal of renewal probabilities from various viewpoints. Leveraging my skills in quantitative analysis and probability, the tool acted as an early warning system for potential issues, while also fostering cross-team alignment through the resolution of differing perspectives. Ultimately, 'Radar Ping' proved instrumental in cutting through the noise, offering critical insights to drive more efficient renewal and expansion processes.

`Python` `Slack SDK` `APIs` `Tableau` `Tableau` `Git`

TimeTrack (Tableau Software)

Time tracking, account deliverable management, tech-lead assistance requests, weekly reporting, and real-time account status/alerting. Provided a data-driven understanding of global accounts. Reporting of current department load to assist in planning and hiring. Provided real-time account state to leadership with automated escalation logic.

`C#` `SQL Server` `Windows` `Team Foundation Server` `Tableau` `Executive Dashboards` `Git`

Data Pipeline w/Monte Carlo Simulation (Spearhead Capital Management, LLC)

Fully automated extract, transform, and load (ETL) on a daily basis. Monte Carlo simulation run on high performance cloud infrastructure. Highly customizable and scalable. Tableau visualizations, extracts, and refresh schedules built for ease of analysis. SMS messaging for error notification.

`Python` `Tableau` `PowerShell` `Linux` `SQL Server` `Git` `AWS EC2` `AWS S3` `AWS Athena` `AWS SNS`