# DANIEL SIMS

**Data-Driven Tech Leader**

@ DSims21@gmail.com   📞 425-922-0726   **in** DanielJSims   📝 MonteCarloSims   ⌨ DSims21

## PROFESSIONAL EXPERIENCE

### Starburst Data

**Manager - Technical Account Management**    📅 Aug 2022 – Jun 2023

Utilized my skill in Technical Account Management to lead a team of TAMs towards best practices is Customer Success

- Leading a team of 8 remote-based technical account managers
- Building scalable, simple, and automated processes to assist with complex day-to-day work.

**Technical Account Manager**    📅 Aug 2021 – Aug 2022

Guided customers along their journey to extract fast, cost-effective, federated queries from their data lake.

- Responsible for 10+ accounts; focused on performance, security, user-adoption, etc.
- Provisioned, built, and maintained company-wide Tableau deployment

### OpenMarket, Inc.

**Senior Technical Success Manager**    📅 Dec 2020 – Aug 2021

Bridged the gap between Customers, Development, Sales, and Product.

- Maintained the largest OpenMarket customer with 19 sub-accounts.
- Built and maintained serverless data warehouse based on Trino (AWS Athena.)
- Maximized product service uptime and engage support when necessary.

### Spearhead Capital Management, LLC

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

I founded this company as a way to utilize my entrepreneurial and inventive nature to answer deep questions using technology and data. Learned rare and valuable lessons.

- Assessed risks and rewards to make decisions among a set of possible choices.
- Created logic leading to actionable data points – reduced from billions of events.
- Maintained, queried, migrated, and automated datasets with more than 6B rows.

### 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

Managed 10 engineers on a team tasked with stewardship of defect triage, resolution, release reporting, and the ongoing supportability of Tableau products.

- Managed recruiting, hiring, training, and corrective actions for staff.
- Trained and led three highly technically specialized cross-functional teams to integrate Support and Development departments.

**Manager - Premium Support**    📅 Jun 2015 – May 2017

Guided an average of 10 and up to 13 Technical Account Managers supporting an average of 50 large enterprise clients worldwide and $2.5M in annual service revenue.

- Achieved 95% renewal rate for existing service contracts.
- Partnered with sales leadership to create sales strategies for Tableau's largest and most complex enterprise-level customers.

## 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#