

Daniel Sims

Seattle, WA • DSims21@gmail.com • 425-922-0726

LinkedIn: DanielJSims • **StackOverflow:** MonteCarloSims • **GitHub:** DSims21

Education

UNIVERSITY OF WASHINGTON

Seattle, WA

BA, Business Administration

2015

Relevant Coursework: Management of Organizations, Information Analysis, Operations, Project Management, Statistics

Experience

STARBURST DATA

Cambridge, MA (Remote)

Manager, Technical Account Management

Aug. 2022 – Jun. 2023

- Oversaw the company's most prominent and technically demanding customer accounts, ensuring ongoing customer return-on-investment and successful renewals.
- Initiated and implemented innovative systems and processes based on organizational needs to drive software adoption and improve customer success management practices.
- Led and nurtured a high-performing team, coaching and motivating team members to exceed company growth and retention forecasts.
- Leveraged quantitative background and programming expertise to develop strategies, translate them into initiatives, and track successful delivery.
- Collaborated with product and engineering teams, fostering strong relationships and ensuring cohesion and shared understanding of goals.
- Gained skills in team leadership, customer success management, software adoption, and agile/DevOps practices.

Technical Account Manager

Aug. 2021 – Aug. 2022

- Served as the primary point of contact for significant customer accounts, aligning with customers' desired business outcomes and enabling them on their existing use cases.
- Managed the overall health and care of key accounts, including onboarding customers, stage adoption, and executive business reviews.
- Developed and implemented data infrastructure strategies to streamline collaboration with internal teams and ensure customer satisfaction.
- Deployed scalable data strategies in large enterprise environments, leveraging cloud technologies such as Kubernetes and Docker.
- Designed team-wide analytics solutions, contributing to the expansion of use cases and enhancing customer return-on-investment.
- Engaged regularly with product and engineering teams, ensuring shared understanding of customer needs and contributing towards product enhancement.

OPENMARKET INC.

Seattle, WA (Remote)

Senior Technical Account Manager

Dec. 2020 – Aug. 2021

- Worked closely with customers to align their desired business outcomes with innovative text messaging platforms, enabling them on their existing use cases and expanding into additional use cases.
- Collaborated with cross-functional teams, including Product Management, Engineering, Sales, and Professional Services, to ensure customer success and satisfaction.
- Managed time-sensitive data, understanding the importance of maintaining optimal performance and customer value.
- Developed data infrastructure using cloud technologies such as Parquet, S3, Hive, and Presto to handle large-scale text message data.
- Created internal visualizations to monitor key metrics and proactively identify and resolve issues.

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SPEARHEAD CAPITAL MANAGEMENT, LLC

Bellevue, WA

Owner, Quantitative Analyst, Software Engineer, Data Engineer, Financial Advisor

Jun. 2013 – Dec 2020

- Developed and maintained advanced programs and tools for empirical market data collection, valuation, and risk management.
- Utilized financial theories and quantitative techniques to guide investment strategies and optimize risk-return profiles.
- Managed, queried, and automated large datasets, reducing billions of events to create actionable insights.
- Achieved licenses demonstrating expertise in financial regulations, securities, and ethical practices.

TABLEAU SOFTWARE

Seattle, WA

Manager, Software Engineering (Supportability)

Nov. 2013 – Dec. 2018

- Promoted to various support and engineering roles during a five-year tenure at this \$1B business intelligence and data analytics software company.
- Played a key role in troubleshooting complex issues and addressing high-level customer needs, demonstrating strong communication skills and commitment to customer service.
- Managed relationships with C-level executives, providing updates on critical escalations and maintaining high-profile stakeholder relationships.
- Contributed to the support and improvement of analytics platforms, leveraging knowledge of large-scale data handling.

SCOTTRADE

Redmond, WA

Stockbroker

Nov. 2007 – Jun. 2013

- Earned licenses demonstrating expertise in financial regulations, securities, and advanced market principles.
- Developed a reputation for skillful options trading and prioritizing speed and accuracy.

Skills & Interests

Technical: Python, SQL, Java, C#, C++, OpenAI API, LangChain, Distributed Systems, Big Data, Kubernetes, Data Visualization, Tableau, Docker, Helm, Linux, Git, AWS, GCP, Azure, Open-Source Collaboration, Troubleshooting

Language: English (proficient,) Spanish (intermediate,) French (intermediate,) Arabic (beginner)

Interests: Artificial Intelligence, Virtual Reality, Traveling, Electric Scootering