

Lynda Foster

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As a trusted partner to enterprise customers, I bring 7 years of experience in helping teams see, understand, and improve their systems. I'm known for calm leadership during high-severity incidents and building scalable tools, frameworks, and documentation systems that improve visibility and strengthen reliability.

SKILLS

Languages: Java | C#/.NET | Python | SQL/SOQL | Bash

Cloud / DevOps: AWS (ECS, EKS) | Kubernetes | Terraform | Docker | Jenkins

Monitoring & Logging: Splunk | PodTap | Grafana | Argus | Heimdall

Agile / Tooling: Jira | Confluence | GitLab | GitHub | Agile Scrum | Kanban

Tools & Environments: Linux | iOS | VS Code | Postman | Git | REST APIs | JSON | Swagger

EXPERIENCE

Senior Technical Support Engineer, Salesforce | Remote

05/2023 - Present

Process Design & Enablement Highlights: Key initiatives focused on improving reliability, visibility, and team maturity through scalable frameworks and internal tools.

- [ClarityOps](#) Framework: designed and prototyped an internal model to streamline engineer onboarding, resulting in higher quality casework. With defined deliverables, clear maturity mapping, and a smoother onboarding experience, our support process is now more aligned and transparent.
- [QuizSail](#): forked an open-source test-prep tool to simplify setup, make certification prep less tedious, and improve the user experience.
- Nightforce Confluence Space: launched an internal documentation and runbook system for the US and Government overnight support team to strengthen visibility, foster knowledge sharing, and ensure team members stay aligned across various specialty domains.

Core Responsibilities & Impact: Partnering with enterprise customers to resolve complex challenges and build scalable systems that enhance reliability, observability, and trust.

- Led critical-incident response, resolving 20+ Severity 1 issues per month while maintaining a 5.0 CSAT by ensuring seamless continuity across different time zones, teams, and incident bridges.
- Diagnosed and optimized distributed systems, uncovering root causes, clarifying platform limitations; delivered actionable FedRAMP-aligned recommendations that improved system stability and strengthened customer confidence.
- Implemented proactive monitoring and diagnostics using Splunk, Grafana, Heimdall, PodTap, and Argus, to reduce repeat incidents and improve service reliability.
- Coordinated SRE, Product Engineering, and Account Teams to deliver comprehensive solutions, transparent updates, and consistent alignment during high-impact issues.

DevOps Associate, Smoothstack | Remote

10/2022 - 04/2023

Built scalable, automated AWS environments and resilient delivery pipelines.

- Deployed **AWS** proof-of-concept 3-tier web applications that demonstrated strong scalability, resilience, and fault tolerance in an Agile Scrum environment.
- Automated **CI/CD pipelines** using **Jenkins** and **GitLab** to support microservices, front-end applications, and databases to accelerate delivery and improve release reliability.

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- Built reusable **Terraform** modules and **Ansible** playbooks to ensure **ECS** and **EKS** environments were consistent and easy to manage.
- Integrated AWS **CloudWatch** monitoring to enhance **observability**, manage cost, and improve incident response insights.
- Developed a centralized Confluence knowledge base of best practices, tutorials, and solution guides that accelerated onboarding and set the standard for documentation across teams.

Software Systems Engineer, Vermont Idea Company | Remote

10/2022 - 03/2023

Translated research models into efficient, production-ready systems.

- Partnered with stakeholders to design **technical solutions** aligned with business and system requirements while maintaining detailed design documentation in **Confluence**.
- Authored the **Software Design Document** (SDD) for a modernization project, transitioning a MATLAB model to a mobile application using Python and Java.
- Improved algorithmic performance and throughput by identifying bottlenecks and optimizing core components for greater efficiency.
- Delivered **technical presentations** and architecture walkthroughs to ensure clarity, alignment, and stakeholder understanding throughout the development lifecycle.

Concierge Support Analyst, Benefit Plans Inc | Los Angeles, CA

01/2019 - 10/2022

Integrated customer empathy with effective automation to deliver reliable, high-quality service.

- Managed **key customer accounts** and worked closely with executive sponsors, coordinating with vendors and compliance officers to resolve escalations and build trust.
- Created **Python** automation scripts and **Excel macros** that reduced reconciliation processing by over **5 hours** each week, which helped us manage a sudden **\$2 million** increase in monthly transactions.
- Transformed outdated paper workflows to **digital processes**, allowing the team to work remotely, improving team efficiency and accuracy.
- Implemented **Kanban** methodologies and organized our documentation, making collaboration smoother and accelerated onboarding for new team members.

EDUCATION

Western Governors University | Salt Lake City, UT

- Master of Science, Data Analytics
- Bachelor of Science, Computer Science
- Bachelor of Science, Accounting

CERTIFICATIONS

Kubernetes: CKAD, CKA (in progress)

Salesforce Certified: Administrator, Service Cloud Consultant, Platform App Builder, Platform Developer 1, AI Specialist, CPQ Administrator, Data Cloud Consultant, Mulesoft Hyperautomation Developer