

Lynda Foster

lyndabrf@gmail.com | github.com/lfost42 | linkedin.com/in/lynda-foster

Results-driven engineer with a background in business analytics and cloud computing. Proven success in supporting Signature GovCloud clients while delivering strong KPIs that include a 5.0/5.0 CSAT score. Skilled at bridging technical concepts with business objectives and translating technical strategies into customer-centric solutions.

TECHNICAL SKILLS

Salesforce: GovCloud | Service/Sales Cloud | Experience Cloud | Data Cloud | CPQ | MuleSoft | Omnistudio

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

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

Observability: Splunk | PodTap | Argus | Grafana

Agile: Jira | Confluence | Git | Scrum | Kanban

PROFESSIONAL EXPERIENCE

Salesforce - San Francisco, CA (Remote) | Technical Support Engineer | 05/2023 - Present

- Ensured customer success for GovCloud and Signature accounts, achieving top-tier KPIs: 5.0/5.0 CSAT (Customer Satisfaction), 6.3 TTR (Time to Resolve), 124% Productivity, and 0% SLA (Service Level Agreement) misses while delivering overnight FedRAMP-compliant support and solutions.
- Implemented proactive monitoring strategies using Splunk, PodTap, and Grafana to reduce incident recurrence and enhance service availability for key enterprise customers.
- Resolved escalations by managing up to 20+ Severity-1 handovers per month, leading root cause analysis to ensure customer business continuity.
- Facilitated product walkthroughs designed to solve specific technical problems.
- Scaled technical knowledge and customer self-service by launching a centralized internal Confluence hub and authoring public-facing knowledge articles to resolve common adoption challenges.

Smoothstack - McLean, VA (Contract/Remote) | DevOps Associate | 10/2022 - 04/2023

- Established scalable deployment patterns for AWS (ECS/EKS) by building a library of reusable IaC modules (Terraform/Ansible) and delivering robust CI/CD pipelines (Jenkins/GitLab), enabling the deployment of a 3-tier web application.
- Incorporated CloudWatch instrumentation for enhanced monitoring and accountability to perform cost-benefit analysis for potential infrastructure upgrades, determine ROI, and perform health checks to provide actionable insights for incident response.
- Developed a centralized Confluence knowledge library of best practices, tutorials, and solution guides to accelerate new hire training, and served as the model for teaching documentation best practices across other teams.
- Conducted in-depth product demos addressing targeted technical scenarios.

Vermont Idea Company - Shelburne, VT (Contract/Remote) | Software Systems Engineer | 10/2022 - 03/2023

- Led discovery sessions with key stakeholders to uncover core business requirements, and system/functional designs, culminating in technical roadmaps and user stories for documentation in Confluence and JIRA.
- Authored the Software Design Document (SDD), enabling the transition from a theoretical MATLAB model to a mobile application built in Python and Java.

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- Enhanced algorithm performance by identifying bottlenecks within code through in-depth analysis and re-engineering core components to maximize processing efficiency.

Benefit Plans Inc | Los Angeles, CA (On-site) | Benefits Analyst | 01/2019 - 10/2022

- Developed automation with Python that cut reconciliation processing time by 40% and designed scalable workflows to manage an unexpected \$100M spike in monthly transactions.
- Spearheaded transformation of a legacy paper-based system into a modern digital workflow, which enabled remote work.
- Managed, onboarded, and trained a team of 3 employees, implementing Kanban methodologies and creating documentation that accelerated ramp-up time and enhanced team collaboration.

CERTIFICATIONS

Salesforce Certified Administrator

Salesforce Certified Platform App Builder

Salesforce Certified Platform Developer 1

Mulesoft Hyperautomation Developer (in progress)

Salesforce Certified Service Cloud Consultant

Salesforce Certified Agentforce Specialist

Salesforce Certified Data Cloud Consultant

Salesforce Certified CPQ Administrator

EDUCATION

Western Governors University | Salt Lake City, UT

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