Lynda Foster

Success Engineer

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As a trusted partner to enterprise customers for over 7 years, I am known for maintaining composure in high-pressure crises and building scalable knowledge frameworks that empower teams. Eager to leverage a self-driven mindset to build tools and frameworks that make complex operations easier to understand, trust, and scale.

SKILLS

Observability & Logging: Splunk | PodTap | Grafana | Argus | Heimdall
Containerization & Orchestration: Kubernetes | Docker | AWS (ECS, EKS) | Terraform
Languages: Java | C#/.NET | Python | SQL/SOQL | Bash
Tools & Platforms: Linux | Git/GitHub/GitLab | Jenkins | Jira | Confluence | Agile Scrum | Kanban | Rest APIs
Salesforce Ecosystem: Service Cloud | Data Cloud | CPQ | MuleSoft | OmniStudio | Agentforce

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.

- CaseOps 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 used by teammates to accelerate upskilling and contributed to the team achieving multi-cloud certifications by simplifying the preparation process.
- 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.

- Directed **incident response** with Product and Account Teams for up to 20+ Severity 1 incidents per month while maintaining a 5.0 CSAT through clear communication and coordinated execution.
- Diagnosed and optimized **distributed systems**, uncovering root causes, clarifying platform limitations; delivered actionable **FedRAMP**-aligned recommendations that improved system stability and strengthened customer confidence.
- Leveraged **Splunk**, **Grafana** and internal observability tools to diagnose latency and throughput bottlenecks and deliver FedRamp-aligned recommendations that reduced repeat incidents.

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 and integrated AWS **CloudWatch** to enhance **observability**, manage cost, and improve incident response insights**.**
- 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.
- Developed a Confluence knowledge base of **best practices** and **solution guides** that set the documentation standard across 4 **Agile Scrum** 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.

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.
- Served as the **primary liaison** for key accounts, executive sponsors, and compliance officers to ensure 100% accuracy and on-time processing for over **$4M** in monthly transactions.
- Created **Python** scripts and **Excel macros** to automate reconciliation, reducing weekly processing time by **5+ hours** each week, which helped us manage a sudden **$2M** increase in monthly transactions**.**
- Modernized paper workflows to **digital processes**, implemented **Kanban** methodologies, and managed documentation to make collaboration smoother and accelerate onboarding of 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 Certified Administrator CKA (in progress)
Kubernetes Certified Application Developer CKAD

9x Salesforce Certified: Administrator, Service Cloud Consultant, Platform App Builder, Platform Developer 1, AI Associate, Agentforce Specialist, CPQ Administrator, Data Cloud Consultant, Mulesoft Hyperautomation Developer