

# Lynda Foster

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Trusted partner to enterprise customers and internal teams, combining deep technical expertise with a systems mindset to strengthen reliability and trust. Builds systems and enablement frameworks that improve onboarding, consistency, and team effectiveness. Committed to helping engineers and customers reach solutions with clarity, validation, and lasting assurance.

## SKILLS

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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

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**Senior Technical Support Engineer**, Salesforce | Remote

05/2023 - Present

Process Design & Enablement Highlights: selected initiatives that strengthen reliability, visibility, and team maturity through scalable frameworks and internal tooling.

- [ClarityOps](#) Framework: designed and prototyped an internal enablement model to improve case quality and engineer development; established standardized deliverables, maturity mapping, and onboarding workflows that bring consistency and observability to support processes.
- [QuizSail](#): forked and enhanced an open-source test-prep engine to accelerate Salesforce certification readiness; improved functionality, documentation, and UX to increase team adoption and measurable learning outcomes.
- Nightforce Confluence Hub: launched an internal centralized documentation and runbook system for the US and Government overnight support team, strengthening visibility, knowledge sharing, and operational continuity across multiple 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 and maintaining 5.0 CSAT by ensuring seamless continuity across global handoffs and incident bridges.
- Diagnosed and optimized distributed systems, uncovering root causes, clarifying platform limitations, and delivering FedRAMP-aligned, actionable recommendations that improved system stability and strengthened customer confidence.
- Implemented proactive monitoring and diagnostics using Splunk, Grafana, Heimdall, PodTap, and Argus, reducing repeat incidents and strengthening service reliability.
- Coordinated SRE, Product Engineering, and Account Teams to ensure holistic 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 showcasing scalability, resilience, and fault tolerance in Agile Scrum environments.

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- Automated **CI/CD pipelines** using **Jenkins** and **GitLab** for microservices, front-end apps, and databases to improve deployment reliability and speed.
- Built reusable **Terraform** modules and **Ansible** playbooks to standardize **ECS** and **EKS** provisioning.
- Integrated AWS **CloudWatch** monitoring to enhance **observability**, support **cost optimization**, and strengthen incident response insights.
- Developed a centralized Confluence knowledge base of best practices, tutorials, and solution guides that accelerated new-hire training and became the model 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 and maintaining detailed design documentation in **Confluence**.
- Authored the **Software Design Document (SDD)** for a modernization initiative migrating a MATLAB model to a production-ready mobile application built with Python and Java.
- Improved algorithmic performance and throughput by analyzing bottlenecks and re-engineering core components for higher 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 process automation to deliver seamless operational support.

- Managed **key customer accounts and executive sponsors**, coordinating with vendors and compliance officers to resolve escalations and maintain trust.
- Created Python automation that optimized reconciliation processing time that saved up to **5+ hours** per week and helped scale workflows to handle a sudden influx of **\$2M** in monthly transactions.
- **Digitized legacy paper-based** workflows into modern digital processes, enabling remote operations and improving team efficiency and accuracy.
- Implemented **Kanban** methodologies and structured documentation to streamline collaboration and accelerate team onboarding.

## EDUCATION

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Western Governors University | Salt Lake City, UT

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

## CERTIFICATIONS

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**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