Lynda Foster

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

Customer-focused engineer with 7+ years of experience simplifying complex systems and guiding enterprise teams through high-severity incidents. Known for calm, reliable leadership and clear communication that drives fast, effective resolutions. Focused on strengthening reliability, visibility, and trust through technical precision and exceptional teamwork.

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
Partnered with enterprise customers to resolve complex incidents, maintain reliability, and strengthen trust across GovCloud and Signature accounts.

- 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.
- Authored and maintained **technical documentation**, runbooks, and enablement materials in **Confluence** to streamline onboarding and standardize case/escalation handling.
- Forked and upgraded QuizSail, an **open-source** certification-prep platform, enhancing functionality and documentation to improve adoption and support team enablement across certification tracks.
- Expanded multi-cloud expertise by earning 9 **Salesforce certifications** in 2 years, enabling broader cross-product coverage and mentorship of peers pursuing certification paths.

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.
- 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.

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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

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