

Lynda Foster

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Customer-focused engineer with 7+ years of experience translating complex systems into clear, actionable solutions. Proven success guiding enterprise customers through high-severity incidents and collaborating across global teams to deliver fast, transparent resolutions. Recognized for leading by example: mentoring teammates, fostering calm execution under pressure, and strengthening reliability and system visibility through communication, process improvement, and technical precision.

TECHNICAL 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

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

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

PROFESSIONAL EXPERIENCE

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

Resolving technical issues with precision, clear communication, and reliability for enterprise customers.

- Serve as a trusted technical partner for GovCloud and Signature accounts, providing compliance-focused solutions that align with business goals and FedRAMP standards.
- Resolve **20+ Severity 1 incidents per month** while maintaining **5.0 CSAT**, and **130%+ productivity**, ensuring seamless continuity across global handoffs.
- Troubleshoot across distributed systems to identify root causes, clarify platform limitations, and deliver actionable recommendations that improve stability and customer confidence.
- Implement proactive monitoring and diagnostic workflows using **Splunk, Grafana, Heimdall, PodTap, and Argus**, reducing repeat incidents and strengthening service reliability.
- Act as a reliable critical-incident resource, participating in **Sev1 case bridges** and assisting teammates through case reviews, swarming, and escalation support.
- Collaborate closely with **SRE, Engineering, and Account Teams** to ensure holistic solutions and transparent communication during high-impact issues.
- Create and maintain technical documentation, **runbooks**, and enablement materials in **Confluence**, supporting knowledge sharing and consistent resolution processes across the team.
- Expanded multi-cloud coverage by completing **four Salesforce certifications** (Data Cloud, CPQ, MuleSoft Hyperautomation, Agentforce), positioning the team for stronger cross-product support.
- Recognized for exceptional reliability, curiosity, and mentorship by regularly providing thoughtful peer guidance and fostering a culture of clarity and continuous improvement.

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

Building 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, improving **deployment reliability and speed**.

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- Built **reusable Terraform modules** and **Ansible playbooks** to standardize **ECS** and **EKS** provisioning across multiple environments.
- Integrated **AWS CloudWatch** monitoring to enhance **observability**, support **cost optimization**, and strengthen **incident response insights**.
- Reduced release risk by developing **Python-based gray-box smoke tests** that validated microservice functionality prior to deployment.
- Developed a **centralized Confluence knowledge library** of best practices, tutorials, and solution guides that **accelerated new-hire training** and became the model for **documentation standards across teams**.

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

Translating research models into efficient, production-ready systems.

- Partnered with stakeholders to design **technical solutions aligned with business and system requirements**, authoring 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 (On-site) | 01/2019 - 10/2022

Combining customer empathy and 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 reduced **reconciliation processing time by 40%** and scaled workflows to handle a sudden **\$2M monthly transaction** increase.
- **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.

CERTIFICATION

Kubernetes Certified: Application Developer, Administrator (in progress)

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

EDUCATION

Western Governors University | Salt Lake City, UT

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