

# Lynda Foster

Success Engineer

[lyndabrf@gmail.com](mailto:lyndabrf@gmail.com) | [github.com/lfost42](https://github.com/lfost42) | [linkedin.com/in/lynda-foster](https://linkedin.com/in/lynda-foster)

Solutions-focused engineer with 7 years of customer success, including 3 years in cloud platform engineering, infrastructure, deployments, and systems engineering. I navigate technical challenges by translating customer needs into clear, scalable solutions that remove friction and accelerate adoption. Whether guiding integrations, deployments, implementations, or onboarding workflows, I lead with clarity and strong customer advocacy. My goal is to deliver solutions that simplify decision-making, elevate the customer experience, and drive adoption.

## SKILLS

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Observability: Grafana | Splunk | Prometheus | CloudWatch

Infrastructure: Kubernetes | Docker | AWS (ECS, EKS) | Terraform | Ansible

Programming: Java | Python | C#/.NET | SQL | Bash | REST APIs

Customer Delivery: Technical Consulting | Implementation Support | Project Management | Training Delivery

Platform Ecosystems: Salesforce | AWS | Linux | Git/GitHub/GitLab

## EXPERIENCE

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

05/2023 - Present

Process Design & Enablement: Key initiatives focused on improving reliability, visibility, and team maturity through scalable frameworks and internal tools.

- [CaseOps](#) Framework: architected and delivered an **onboarding framework** that accelerated engineer productivity and established standardized delivery methodologies.
- [QuizSail](#): forked and upgraded an **open-source** test prep repository that accelerated multi-cloud certification readiness.
- Nightforce **Confluence** Space: launched a consolidated documentation and runbook system to strengthen **cross-domain** knowledge sharing.

Core Responsibilities & Impact: Partnering with enterprise customers to resolve complex challenges and build scalable systems that enhance reliability, confidence, and trust.

- Directed **20+** critical customer solutions monthly while maintaining strong customer satisfaction through coordinated **cross-team** response and clear communication.
- Provided **FedRAMP**-compliant technical direction for **distributed systems** challenges, using **Splunk**, **Grafana**, and other internal observability tools to diagnose performance bottlenecks and other issues.
- Led **enablement programs** that accelerated adoption of observability best practices and reduced case escalations by **20%** and improved operational readiness.

**DevOps Associate**, Smoothstack | Remote

10/2022 - 04/2023

Solutions consultant, implementing enterprise-scale observability and Kubernetes deployments.

- Engineered containerized applications orchestrated by **Kubernetes** in local clusters and cloud platforms ensuring consistent, scalable, and reproducible delivery across development and production.
- Architected reusable **Terraform** modules and **infrastructure-as-code** patterns to deploy Kubernetes clusters using **EKS**, implement best practices for **observability** and improve resilience across microservice environments.

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- Automated **CI/CD** pipelines with **Jenkins** and **GitLab** that implemented 3-tier **AWS** architectures with integrated **CloudWatch** monitoring and alerting, improving delivery speed and operational visibility.
- Established technical documentation and **solution frameworks** adopted across 4 Agile teams, defining a standardized approach to infrastructure delivery.

**Software Systems Engineer**, Vermont Idea Company | Remote

10/2022 - 03/2023

Translating customer requirements into and production-ready system design.

- Delivered **solutions architecture** for modernization efforts, converting prototypes into **scalable technical designs** supported by comprehensive documentation.
- Partnered with stakeholders to author the **Software Design Document**, aligning architecture with **business requirements** while ensuring performance and scalability.
- Improved system throughput by identifying algorithmic **bottlenecks** and implementing targeted optimizations.

**Benefits Analyst**, Benefit Plans Inc | Los Angeles, CA

01/2019 - 10/2022

Customer success specialist delivering automated solutions and process optimisation.

- Managed **key accounts** supporting over **\$4M** in monthly transactions, maintaining exceptional customer satisfaction through proactive support.
- Implemented automation solutions using **Python** and Excel macros that reduced manual processing time by **5+ hours/week**, enabling scale during an unexpected **\$2M** increase in monthly transactions.
- Led **digital transformation** initiatives implementing **Kanban** methodologies, accelerating team productivity and improving **customer onboarding** workflows.

## 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 Certified Administrator CKA (in progress)

Kubernetes Cloud Native Associate KCNA

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