

# 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

Partnered with enterprise customers to resolve complex challenges and built scalable systems that strengthen 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.

### Selected Initiatives & Enablement Projects

*Self-initiated projects designed to improve team maturity, onboarding efficiency, and customer trust through scalable process and system design.*

- **Support Case Framework & Maturity Model**: Piloted a structured troubleshooting and growth framework empowering new engineers to take ownership of their development while improving onboarding consistency, customer alignment, and resolution quality.
- **Nightforce Confluence**: Initiated and maintained technical documentation, runbooks, and enablement materials in Confluence to streamline onboarding and standardize case/escalation handling.
- **QuizSail Open-Source Upgrade**: Forked and enhanced [QuizSail](#), an open-source certification-prep platform, improving functionality, documentation, and team adoption across certification tracks.

**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.

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- 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