

# Lynda Foster

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A results-driven support engineer who excels at bridging technical expertise with customer success. My background includes business analytics and cloud computing with a proven record of excellence, supporting Signature GovCloud clients with top-tier KPIs including a 5.0/5.0 CSAT score. My career progression gives me a unique perspective to translate high-level business goals into effective technical solutions.

## TECHNICAL SKILLS

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**Salesforce:** GovCloud | Service/Sales Cloud | Experience Cloud | Data Cloud | MuleSoft | Omnistudio

**Cloud & DevOps:** AWS (ECS, EKS) | Terraform | Docker | Jenkins

**Languages & Automation:** Java | C#.NET | Python | SQL | Bash | SQL/SOQL

**Observability & Agile:** Splunk | PodTap | Argus | Grafana | Jira | Confluence | Git | Scrum | Kanban

## PROFESSIONAL EXPERIENCE

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

- Ensured customer success for GovCloud and Signature accounts, achieving top-tier KPIs: 5.0/5.0 CSAT (Customer Satisfaction), 6.3 TTR (Time to Resolve), 124% Productivity, and 0% SLA (Service Level Agreement) misses while providing overnight support and delivering FedRAMP-compliant solutions.
- Implemented proactive monitoring strategies using Splunk, PodTap, and Grafana to reduce incident recurrence and enhance service availability for key enterprise customers.
- Resolved complex escalations by successfully managing up to 20+ Severity-1 handovers per month, leading root cause analysis to ensure customer business continuity.
- Scaled technical knowledge and customer self-service by launching a centralized internal Confluence hub and authoring public-facing knowledge articles to resolve common adoption challenges.

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

- Established scalable deployment patterns for AWS (ECS/EKS) by building a library of reusable IaC modules (Terraform/Ansible) and delivering robust CI/CD pipelines (Jenkins/GitLab), enabling the deployment of a 3-tier web application.
- Incorporated CloudWatch instrumentation for enhanced monitoring and accountability to perform cost-benefit analysis for potential infrastructure upgrades, determine ROI, and perform health checks to provide actionable insights for incident response.
- Pioneered a centralized Confluence knowledge library of best practices, tutorials, and solution guides to accelerate new hire training, and served as the model for teaching documentation best practices across other teams.

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

- Led discovery sessions with key stakeholders to uncover core business objectives, culminating in technical roadmaps for comprehensive documentation in Confluence.
- Authored the Software Design Document (SDD), enabling the transition from a theoretical MATLAB model to a mobile application built in Python and Java.
- Enhanced algorithm performance by identifying bottlenecks within code through in-depth analysis and re-engineering core components to maximize processing efficiency.

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Benefit Plans Inc | Los Angeles, CA (On-site) | Benefits Analyst | 01/2019 - 10/2022

- Drove operational efficiency by developing automation with Python that cut reconciliation processing time by 40% and designing scalable workflows to manage a \$100M spike in monthly transactions.
- Spearheaded transformation of a legacy paper-based system into a modern digital workflow, which enabled remote work capabilities and enhanced operational resilience for the department.
- Managed, onboarded, and trained a team of 3 employees, implementing Kanban methodologies and creating documentation that accelerated ramp-up time and enhanced team collaboration.

## CERTIFICATIONS

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Salesforce Certified Administrator  
Salesforce Certified Platform App Builder  
Salesforce Certified Platform Developer 1  
Mulesoft Hyperautomation Specialist (in progress)

Salesforce Certified Service Cloud Consultant  
Salesforce Certified Agentforce Specialist  
Salesforce Certified Data Cloud Consultant  
CompTIA Network+ (in progress)

## EDUCATION

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Western Governors University | Salt Lake City, UT

- MSc in Data Analytics
- BSc in Computer Science and Accounting