

Lynda Foster

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TECHNICAL SKILLS

Languages: Java | React | SQL/SOQL | Python | Bash

Web/API: JavaScript | HTML | CSS | Bootstrap | Regex | Postman | Swagger | XML

Infrastructure: AWS | Terraform | Jenkins | Ansible | Kubernetes | Ubuntu | Docker

PROFESSIONAL EXPERIENCE

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

- Managed customer cases by providing timely and accurate updates via phone (**OmniChannel**), video meetings (**WebEx, GChat, Teams**), email, ticketing, and chat
- Provided subject matter expertise, guidance, and solutions for **GovCloud** integrations involving **Jenkins, Copado, Talend, web services, RPC, REST APIs**, and **SOAP APIs**
- Spearheaded preventive measures based on insights gained from incident analytics on **Splunk, PodTap, Grafana, Heimdall**, and **Argus** to effectively reduce the likelihood of recurring problems and prevent disruptions in business productivity
- **Initiated investigations** by recreating issues in a lab environment (demo org), evaluating discrepancies within customer and platform logs, and partnered with product engineering teams to determine root causes and address bug fixes
- **Optimized database** solutions that included efficient **SQL/SOQL** queries, leveraging indexes, views, and performance analyzers that resulted in improved system performance

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

- Developed and implemented technical efforts to design, build, and deploy **AWS** applications at the direction of lead architects in adherence to established security standards and quality control protocols using the **Atlassian Suite (JIRA/Confluence)** and **Git Flow**
- Participate in all aspects of the software development life cycle for AWS solutions, including planning, **requirements gathering**, development, **testing**, and **quality assurance**
- Architected reusable infrastructure modules with **Terraform** and **Ansible** to deploy applications to Amazon Web Services (**ECS** and **EKS**)
- Designed and maintained a robust **CI/CD pipeline** using **Jenkins** and **GitLab** to streamline the deployment of **Java Spring Boot microservices, React/Angular UI**, and **MySQL** database to AWS
- Developed gray box smoke tests using **Python** for Java Spring Boot microservices to validate basic functionality before integration into a **CI/CD** pipeline
- Automated service operations and application installation using **Python** and **Bash** scripts

CERTIFICATIONS

Salesforce Certified Administrator
Salesforce Platform App Builder
Salesforce Platform Developer 1

EDUCATION

Western Governors University | Salt Lake City, UT

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