

Lynda Foster

lyndabrf@gmail.com | github.com/lfost42 | linkedin.com/in/lynda-foster

Customer-focused engineer with 7+ years of experience bridging complex systems and human clarity. Proven record of guiding enterprise customers through high-severity incidents and collaborating across global teams to deliver quick, transparent resolutions. Focused on strengthening reliability and system visibility through clear communication, structured process improvement, and precise technical execution.

TECHNICAL SKILLS

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

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

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.

- Served as a trusted technical partner for enterprise GovCloud and Signature accounts, providing compliance-focused solutions that align with business goals and FedRAMP standards.
- Resolved 20+ Sev-1 incidents per month while maintaining 5.0 CSAT and 0% SLA breaches, ensuring seamless continuity across global handoffs.
- Implemented proactive monitoring using Grafana, Splunk, Heimdall, PodTap, and Argus to surface actionable insights and reduce repeat incidents.
- Led root cause analyses and collaborate with SRE and engineering teams to strengthen system reliability and improve incident response efficiency.
- Created and maintained technical documentation, runbooks, and enablement materials in Confluence to support team scalability and consistent issue resolution.
- Collaborated cross-functionally with Account Teams and Product Engineering to clarify complex issues, advocate for customer needs, and align solutions with roadmap priorities.

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 demonstrating 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.
- Built reusable Terraform modules and Ansible playbooks to standardize ECS and EKS provisioning across environments.
- Integrated AWS CloudWatch monitoring for observability, cost optimization, and incident response insights.
- Reduced release risk through 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 to accelerate new hire training, and served as the model for teaching documentation best practices across other teams.

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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 objectives, authoring detailed design documents and specifications 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 system efficiency by analyzing and refactoring algorithms to eliminate performance bottlenecks.
- Delivered technical presentations and solution walkthroughs tailored to ensure design clarity and alignment with system needs.

Benefits 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 \$2M monthly transaction increase.
- Modernized a legacy paper-based workflow into a digital process that enabled remote operations and improved team efficiency.
- Onboarded and supported a small team, implementing Kanban methodologies and structured documentation to streamline collaboration.

CERTIFICATIONS

Kubernetes Certified Application Developer

Kubernetes Certified Administrator (in progress)

Salesforce Certified: Administrator, Service Cloud Consultant, Platform App Builder, Platform Developer 1, Agentforce 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