

# Lynda Foster

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## PROFESSIONAL EXPERIENCE

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

- Provide subject matter expertise, guidance, and solutions for **GovCloud** integrations involving **Jenkins**, **Talend**, **web services**, **RPC**, **REST APIs**, and **SOAP APIs**
- Resolved implementation issues with **AWS**, **Azure**, and **GCP** while ensuring long-term resolution and documented the troubleshooting process for future reference
- Implemented preventive measures based on insights gained from incident analytics via **Splunk** to effectively reduce the likelihood of recurring problems and prevent disruptions in business productivity
- Developed **database optimization** solutions that included efficient **SQL** queries, leveraging indexes, views, and performance analyzers that resulted in improved system performance

Smoothstack - McLean, VA (Remote) | Cloud Engineer | 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**)
- Supported and maintained monitoring and alert systems with **ELK** stack and **CloudWatch**
- 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

## TECHNICAL SKILLS

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**Languages:** Java | React | SQL | Python | Bash

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

**DevOps:** AWS | Terraform | Jenkins | Ansible | Kubernetes | Ubuntu | Docker

## CERTIFICATIONS

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Salesforce Service Cloud Consultant | Salesforce Platform Developer 1 | Salesforce Platform App Builder | Salesforce Certified Administrator | Terraform Associate (002) | Splunk Core Power User | Axelos ITIL Foundation

## EDUCATION

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Western Governors University | Salt Lake City, UT

- MSc in Cybersecurity and Information Assistance - Expected 2025
- BSc in Computer Science & Accounting