Lynda Foster

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

Support Engineer with 7 years of professional experience in customer success, including 3 years in the tech industry. I guide Government Cloud clients through complex issues, earning a 5.0/5.0 CSAT while driving customer confidence and solution adoption. With expertise in both technical problem-solving and customer advocacy, I bridge the gap between technology and business needs.

TECHNICAL SKILLS

Salesforce: Service/Sales/Experience Cloud | Data Cloud | CPQ | MuleSoft | Omnistudio
Languages: Java | C#/.NET | Python | SQL/SOQL | Bash
DevOps: AWS (ECS, EKS) | Kubernetes | Terraform | Docker | Jenkins
Observability: Splunk | PodTap | Grafana | Argus | Heimdall
Agile: Jira | Confluence | GitLab | GitHub | Agile Scrum | Kanban

PROFESSIONAL EXPERIENCE

Salesforce - San Francisco, CA (Remote) | Technical Support Engineer | 05/2023 - Present
- Drove customer success for GovCloud and Signature accounts, delivering FedRAMP-compliant overnight support with 5.0/5.0 CSAT, 6.3 TTR, 124% productivity, and 0% SLA misses.
- Improved customer reliability by implementing proactive monitoring (Splunk, PodTap, Grafana), reducing incident recurrence and enhancing service availability.
- Managed 20+ monthly Sev-1 escalations, leading root cause analysis to ensure customer business continuity.
- Delivered tailored product walkthroughs that accelerated customer problem resolution and solution adoption.
- Increased team efficiency and customer enablement by building an internal Confluence hub and publishing knowledge articles that addressed 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.
- 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.
- Conducted in-depth product demos addressing targeted technical scenarios.

Vermont Idea Company - Shelburne, VT (Contract/Remote) | Software Systems Engineer | 10/2022 - 03/2023
- Led discovery sessions with key stakeholders to uncover core business requirements, and system/functional designs, culminating in technical roadmaps and user stories for documentation in Confluence and JIRA.
- Authored the Software Design Document (SDD), enabling the transition from a theoretical MATLAB model to a mobile application built in Python and Java.

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- Enhanced algorithm performance by identifying bottlenecks within code through in-depth analysis and re-engineering core components to maximize processing efficiency.

Benefit Plans Inc | Los Angeles, CA (On-site) | Benefits Analyst | 01/2019 - 10/2022
- Developed automation with Python that cut reconciliation processing time by 40% and designed scalable workflows to manage an unexpected $100M spike in monthly transactions.
- Spearheaded transformation of a legacy paper-based system into a modern digital workflow, which enabled remote work.
- 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

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

Salesforce Certified Service Cloud Consultant
Salesforce Certified Experience Cloud Consultant
Salesforce Certified Agentforce Specialist
Salesforce Certified Data Cloud Consultant

EDUCATION

Western Governors University | Salt Lake City, UT
- Master of Science, Data Analytics
- Bachelor of Science, Computer Science
- Bachelor of Science, Accounting