

Lynda Foster

Success Engineer

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As a trusted partner to enterprise customers for over 7 years, I help teams stay aligned and effective when it matters most. Known for calm leadership and building scalable tools, frameworks, and documentation systems that improve visibility and strengthen reliability.

SKILLS

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

Tools & Environments: Linux | iOS | VS Code | Postman | Git | REST APIs | JSON | Swagger

EXPERIENCE

Senior Technical Support Engineer, Salesforce | Remote

05/2023 - Present

Process Design & Enablement Highlights: Key initiatives focused on improving reliability, visibility, and team maturity through scalable frameworks and internal tools.

- [ClarityOps](#) Framework: **designed and prototyped** an internal model to streamline engineer onboarding, resulting in higher quality casework. With defined deliverables, clear maturity mapping, and a smoother onboarding experience, our support process is now more aligned and transparent.
- [QuizSail](#): forked an **open-source** test-prep tool to simplify setup, make certification prep less tedious, and improve the user experience.
- Nightforce **Confluence** Space: launched an internal documentation and runbook system for the US and Government overnight support team to strengthen visibility, foster knowledge sharing, and ensure team members stay aligned across various specialty domains.

Core Responsibilities & Impact: Partnering with enterprise customers to resolve complex challenges and build scalable systems that enhance reliability, observability, and trust.

- Directed cross-functional **incident response** with Product and Account Teams, resolving up to 20+ Severity 1 issues per month while maintaining a 5.0 CSAT through clear communication and coordinated execution.
- Diagnosed and optimized **distributed systems**, uncovering root causes, clarifying platform limitations; delivered actionable **FedRAMP**-aligned recommendations that improved system stability and strengthened customer confidence.
- Implemented **proactive monitoring** and diagnostics using Splunk, Grafana, Heimdall, PodTap, and Argus, to reduce repeat incidents and improve **service reliability**.

DevOps Associate, Smoothstack | Remote

10/2022 - 04/2023

Built scalable, automated AWS environments and resilient delivery pipelines.

- Deployed **AWS** proof-of-concept 3-tier web applications and integrated AWS **CloudWatch** to enhance **observability**, manage cost, and improve incident response insights.
- Automated **CI/CD pipelines** using **Jenkins** and **GitLab** to support microservices, front-end applications, and databases to accelerate delivery and improve release reliability.

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- Built reusable **Terraform** modules and **Ansible** playbooks to ensure **ECS** and **EKS** environments were consistent and easy to manage.
- Developed a Confluence knowledge base of **best practices** and **solution guides** that accelerated onboarding and set the standard for documentation across several **Agile Scrum** teams.

Software Systems Engineer, Vermont Idea Company | Remote

10/2022 - 03/2023

Translated research models into efficient, production-ready systems.

- Partnered with stakeholders to design **technical solutions** aligned with business and system requirements while maintaining detailed design documentation in **Confluence**.
- Authored the **Software Design Document** (SDD) for a modernization project, transitioning a MATLAB model to a mobile application using Python and Java.
- Improved algorithmic **performance** and **throughput** by identifying bottlenecks and optimizing core components for greater efficiency.

Concierge Support Analyst, Benefit Plans Inc | Los Angeles, CA

01/2019 - 10/2022

Integrated customer empathy with effective automation to deliver reliable, high-quality service.

- Managed key **customer accounts** and worked closely with executive sponsors, coordinating with vendors and compliance officers to resolve escalations and build trust.
- Created **Python** automation scripts and **Excel macros** that reduced reconciliation processing by over **5 hours** each week, which helped us manage a sudden **\$2 million** increase in monthly transactions.
- Modernized paper workflows to **digital processes**, implemented **Kanban** methodologies, and managed documentation to make collaboration smoother and accelerate onboarding of new team members.

EDUCATION

Western Governors University | Salt Lake City, UT

- Master of Science, Data Analytics
- Bachelor of Science, Computer Science
- Bachelor of Science, Accounting

CERTIFICATIONS

Kubernetes: CKAD, CKA (in progress)

Salesforce Certified: Administrator, Service Cloud Consultant, Platform App Builder, Platform Developer 1, AI Specialist, CPQ Administrator, Data Cloud Consultant, Mulesoft Hyperautomation Developer