Lynda Foster

Success Engineer

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

Solutions-focused engineer with 7 years of customer success, including 3 years in cloud platform engineering, infrastructure, deployments, and systems engineering. Whether guiding integrations, deployments, or onboarding workflows, I lead with clarity and customer advocacy. I enjoy translating customer needs and delivering solutions that simplify decision-making, improve the customer experience, and drive adoption.

SKILLS

Observability: Grafana | Splunk | Prometheus | CloudWatch
Infrastructure: Kubernetes | Docker | AWS (ECS, EKS) | Terraform | Ansible
Programming: Java | Python | C#/.NET | SQL | Bash | REST APIs
Customer Delivery: Technical Consulting | Implementation Support | Project Management | Training Delivery
Platform Ecosystems: Salesforce | AWS | Linux | Git/GitHub/GitLab

EXPERIENCE

Senior Technical Support Engineer, Salesforce | Remote   05/2023 - Present
Process Design & Enablement: Key initiatives focused on improving reliability, visibility, and team maturity through scalable frameworks and internal tools.
- CaseOps Framework: architected and delivered an **onboarding framework** that accelerated engineer productivity and established standardized delivery methodologies.
- QuizSail: forked and upgraded an **open-source** test prep repository that accelerated multi-cloud certification readiness.
- Nightforce **Confluence** Space: launched a consolidated documentation and runbook system to strengthen **cross-domain** knowledge sharing.

Core Responsibilities & Impact: Partnering with enterprise customers to resolve complex challenges and build scalable systems that enhance reliability, confidence, and trust.
- Directed **20+** critical customer solutions monthly while maintaining strong customer satisfaction through coordinated **cross-team** response and clear communication.
- Provided **FedRAMP**-compliant technical direction for **distributed systems** challenges, using **Splunk**, **Grafana**, and other internal observability tools to diagnose performance bottlenecks and other issues.
- Led **enablement programs** that accelerated adoption of observability best practices and reduced case escalations by **20%** and improved operational readiness.

DevOps Associate, Smoothstack | Remote   10/2022 - 04/2023
Solutions consultant, implementing enterprise-scale observability and Kubernetes deployments.
- Engineered containerized applications orchestrated by **Kubernetes** in local clusters and cloud platforms ensuring consistent, scalable, and reproducible delivery across development and production.
- Developed reusable **Terraform** modules and **infrastructure-as-code** patterns to deploy Kubernetes clusters using **EKS**.
- Automated **CI/CD** pipelines with **Jenkins** and **GitLab** that deployed web applications on **AWS** with integrated **CloudWatch** monitoring and alerting to improve delivery speed and observability.

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- Established technical documentation and **solution frameworks** adopted across 4 Agile teams, defining a standardized approach to infrastructure delivery.

Software Systems Engineer, Vermont Idea Company | Remote   10/2022 - 03/2023
Translating customer requirements into and production-ready system design.
- Delivered **solutions architecture** for modernization efforts, converting prototypes into **scalable technical designs** supported by comprehensive documentation.
- Partnered with stakeholders to author the **Software Design Document**, aligning architecture with **business requirement**s while ensuring performance and scalability.
- Improved system throughput by identifying algorithmic **bottlenecks** and implementing targeted optimizations.

Benefits Analyst, Benefit Plans Inc | Los Angeles, CA   01/2019 - 10/2022
Customer success specialist delivering automated solutions and process optimisation.
- Managed **key accounts** supporting over **$4M** in monthly transactions, maintaining exceptional customer satisfaction through proactive support.
- Implemented automation solutions using **Python** and Excel macros that reduced manual processing time by **5+ hours/week**, enabling scale during an unexpected **$2M** increase in monthly transactions.
- Led **digital transformation** initiatives implementing **Kanban** methodologies, accelerating team productivity and improving **customer onboarding** workflows.

EDUCATION

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

CERTIFICATIONS

CKS: Certified Kubernetes Security Specialist (in progress)
CKA: Certified Kubernetes Administrator
CKAD: Certified Kubernetes Application Developer
KCSA: Kubernetes and Cloud Native Security Associate (in progress)
KCNA: Kubernetes Cloud Native Associate

9x Salesforce Certified: Administrator, Service Cloud Consultant, Platform App Builder, Platform Developer 1, AI Associate, Agentforce Specialist, CPQ Administrator, Data Cloud Consultant, Mulesoft Hyperautomation Developer