Rain Leander
RainLeander@gmail.com
GitHub.com/RainLeander
LinkedIn.com/in/RainLeander
RainLeander.GitHub.io/cv

Developer Advocate @ Temporal 08.2022 - 04.2023
- Develop and implement effective evangelism programs that increase brand awareness and foster community growth
- Spearhead discussions on cutting-edge technology trends and industry best practices within the developer community
- Collaborate with product and engineering teams to share insights gained from engaging with the wider tech community and support product development efforts
- Create demos and sandbox environments using upstream projects and branded products to educate developers and produce informative technical content

Technical Evangelist @ Cockroach Labs 05.2021 - 08.2022
- Build and execute evangelism programs that successfully deliver content, brand awareness, and community building
- Lead the conversation around the latest technology advancements and best practices in the developer community
- Support product and engineering efforts by sharing what you learn while engaging with the wider database community and tech communities at large
- Contribute to the development of demos and sandbox environments leveraging upstream projects and branded products in order to educate developers and inform technical content

Developer Advocate @ Equinix Metal 06.2020 - 04.2021
- Partner/consult with external developers to ensure successful implementation of products
- Create momentum and drive the success of the product
- Improve and standardize the developer experience for all developer products and platforms
- Educate developers on best practices for effective integration of developer products
- Provide secondary 1:1 support for partners and developers on social and open source software platforms
- Help partners design integrations, fix bugs, improve UX, and solve problems at scale
- Work on the core source code of products and identify, reproduce, and/or fix issues that are affecting our users
- Advocate for developers and other Technical Practitioners internally, and influence developer product strategy by working with Product Management, Go-to-Market, Engineering, Support, Marketing, Business Development, and other cross-functional teams

Technical Program Manager @ Red Hat 04.2017 - 05.2020
- Building and maintaining relationships with external stakeholders, including vendors, customers, and partners, to promote the adoption and use of OpenStack technologies

- Serving as a point of contact for community members, answering questions, providing guidance, and directing individuals to relevant resources and support
- Advocating for the community and the OpenStack project, both internally and externally, through speaking engagements, blog posts, and other forms of outreach
- Participating in community events and activities, such as conferences, meetups, and working groups, to stay abreast of the latest developments and facilitate collaboration among members
- Identifying and addressing community concerns and issues, working with relevant stakeholders to find solutions and improve the overall health and sustainability of the project
- Contributing to the development of community policies and procedures, including codes of conduct, governance structures, and decision-making processes, to ensure that the community operates in a fair and transparent manner
- Serving as a liaison between the community and the OpenStack Foundation, working closely with foundation staff to ensure that the needs of the community are met and that resources are allocated appropriately
- Providing regular updates and reports to the community on the status of key initiatives, projects, and programs, and soliciting feedback and input from members to inform future planning and decision-making

Software Engineer @ Red Hat 07.2015 - 04.2017
- Contribute to open source projects in Python
- Submit patches for bug fixes to the community and review patches from other community members
- Work with quality engineers to ensure that the projects are tested correctly
- Publicize work the team is doing via blogs, web postings, or conference talks

Technical Account Manager @ Red Hat 01.2012 - 07.2015
- Perform initial or secondary investigation and respond to online and phone support requests.
- Work with partners to proactively identify and prevent joint customer issues
- Gain understanding of customer's technical infrastructure and environment, hardware, and / or products
- Serve as the customer advocate within Red Hat
- Maintain clean and concise ticket documentation
- Travel to visit customers

Technical Support Engineer @ Red Hat 03.2009 - 08.2011
- Team Lead 08.2010 - 08.2011
- Provide level-1 technical support to customers by taking incoming calls and responding to web-based inquiries
- Perform diagnostics of problems, troubleshoot and develop solutions for customer issues
- Exceed customer expectations with outstanding customer service
- Consult and develop relationships with in-house engineers and developers to drive creative solutions and improve customer satisfaction
- Document problem solutions within the company knowledgebase

Director of Web Development @ Click Optimize 11.2008 - 02.2009
- Manage projects through the development phase of their life cycle
- Develop all pages for a site
- Perform any necessary additional design work
- People manage a distributed team of contractors

Senior Web Developer @ Unlimited Web Solutions 02.2008 - 11.2008
- Responsible for the basic development and programming of new web sites as well as maintenance and updating current clients' web sites
- People manager of a local team

Specialties

Developer advocacy and evangelism, community management, technical program management, relationship building with external stakeholders, content creation and development, public speaking and presentations, technical writing, cross-functional team leadership and collaboration, partner / consultant management, customer support and satisfaction, problem-solving and troubleshooting, technical project management, open-source project contribution and review, programming in Python, HTML, CSS, and Javascript, knowledge of DevOps, containers, cloud services, and related technologies, people management and leadership.

Education

MIT Information Technology @ American InterContinental University 2002
BFA Dance @ University of Southern Mississippi 1998