

Samuel Sandoval

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WORK EXPERIENCE

Lumen | Solutions Engineer | Remote Jul 2023 – Present

- Partner with Sales to architect SASE, NaaS, and Cloud Connectivity (AWS/Azure) solutions, aligning AI data center requirements with security posture to drive 10% quarterly revenue growth.
- Lead 15+ quarterly discovery sessions and PoCs for UCaaS/SD-WAN, validating API-driven workflows and security compliance to achieve a 40% conversion rate into enterprise deployments.
- Resolve complex cloud-edge integrations and security vulnerabilities as a lead technical liaison, increasing CSAT by 25% through streamlined AI-ready infrastructure hand-offs.

USAA | Product Manager Intern | San Antonio, TX Jun 2022 – Aug 2022

- Spearheaded the development of an Android app feature that enabled employees to create system notifications, driving an impressive 15% increase in user engagement and improved app communication effectiveness.
- Conducted a comprehensive case study on Metaverse opportunities through market research and stakeholder meetings, leading to the identification of 10% growth potential in the Metaverse sector.
- Collaborated with developers and designers to align in-app learning content with product updates, ensuring seamless user experiences and reducing feature-related support tickets by 12% post-launch.

Microsoft | Explorer Intern | Remote May 2021 – Aug 2021

- Partnered with software engineers to design and implement tooling that captured real-time telemetry from Azure Virtual Machine (VM) deployments, improving visibility into deployment performance.
- Developed a C# algorithm to intelligently prioritize deployment tasks, reducing VM provisioning time by 15–20% and increasing reliability of the deployment pipeline.
- Collaborated with engineers and product managers to integrate telemetry solutions into staging environments, generating actionable insights 500+ VM deployment events and improving overall operational efficiency.

Google | STEP Intern | Remote May 2020 – Aug 2020

- Developed & launched an MVP of a web platform that focused on connecting students with tech professionals using HTML/CSS, Typescript, and Java Servlets 4 weeks ahead of schedule for the product launch.
- Collaborated in an agile 3-person team, contributing to both front-end and back-end development while adhering to Google's engineering practices and sprint cycles.
- Led usability testing with 20+ users, identified 8+ UX pain points and implemented and improved the task success rate by 40% in post-test evaluations.

SKILLS & CERTIFICATIONS

- **Technical:** AWS, Python, SASE, SD-WAN, NaaS, REST APIs, Zero Trust Security, Cloud-Edge Connectivity
- **Eagle Scout:** Fundraised and completed 200+ hour project for a local museum.
- **Certifications:** Zscaler Certified Sales Engineer, Adtran Certified, Zscaler Zero Trust Certified Associate, IBM Cloud Computing Fundamentals, IBM Cybersecurity Fundamentals, IBM AI Fundamentals
- **Interests:** playing soccer, pickleball, hiking, milk tea, volunteering, spending time with my cat

EDUCATION

California State University, Fullerton

Bachelor's of Science in Computer Science

Fullerton, CA

Aug 2019 - May 2023

- Honors: *magna cum laude*; 3.7/4.0 GPA

- **Recent Courses:** Data Structures, Algorithm Engineering, Computer Networking, Data Science, Statistics