

Steven Meng Chuob

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An adaptive, passionate and energetic individual with the talent for quickly mastering technology. Diplomatic and tactful with professionals at all levels. Flexible and versatile – able to maintain a sense of composure and humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments with excellent team building skills.

EXPERIENCE

Fastly, San Francisco CA

Manager APAC, Cloud Engineer (Formerly Technical Account Manager)

April 2019 - PRESENT

- Spearheaded multiple initiatives of automation tooling and processes, allowing increased efficiencies in supporting live event monitors for customers.
- Develop, designed, and implemented custom toolings to track utilization metrics. Providing managers the ability to forecast headcount and work loads.
- Maintain staff by orienting, training, and mentoring to ensure a safe and secure work environment is in place.
 - Develop personal, professional and operational goals for individuals to achieve growth opportunities.
- Facilitated monthly new hire onboarding for all Fastly Employees, providing new hires insight to the Fastly culture and work environment.
- Help build and foster cultural understanding between the US/Japan offices.

Team Lead, Technical Account Manager

May 2018 - April 2019

- Provide leadership and effectively communicate with all levels of management in areas related to Technical Account Manager and ongoing account information including QBU, risks, new opportunities, and technical requirements for maintaining and growing our customer relationships.
- Mentor new Technical Account Managers, and provide ongoing training and mentoring for existing staff
- Build and implement tools and integration to streamline Technical Management processes.
 - Integrated slack / pagerduty allowing other organizations a simplified way to escalate to a customer's TAM

- Built a training tool to setup caching and configure a Fastly service that was later implemented as a training course for all new employees
- Built a monthly puzzle system to provide additional training for Technical Account Managers, Solutions and Sales Engineer and Customer Support personnel.

Senior Technical Account Manager

January 2017 - May 2018

- Train and onboarding all new technical account managers.
 - Onboard Fastly's first japanese technical account manager.
 - Continue investigating new initiatives and projects to further educate and improve the technical account management team.
 - Lead a weekly training hour for customer support engineers and technical account managers.
 - Spearhead a project to further the knowledge on Fastly CDN through monthly puzzles, targeting junior Customer Support Engineers and Technical Account Managers.
- Develop and maintain internal monitoring tools and dashboards for accounts with a technical account manager. These tools have been adopted by the Account and Sales teams.
- Escalation point for all technical account managers before any issues are escalated out to other departments.
- Continue maintaining normal technical account management responsibilities.

Technical Account Manager

May 2016 - January 2017

- Spearheaded the TAM initiative; built out the starting processes, documentation, and goals for the TAM organization.
 - Build out TAM exercises to provide training for technical account managers new to the CDN field and Fastly.
- Successfully re-establish the relationship with red flag accounts and turned them into one of Fastly top 10 accounts.
 - Increase spending for this account by 10x.
 - Built a partnership relationship instead of a customer/vendor relationship
- Onboard all 6 TAMs currently in the organization.
- Co-presenter of "VCL debugging 101" at Fastly customer experience conference (2017)

Support Engineer

February 2016 - May 2016

- Providing support relating to VCL configurations, Fastly frontend UI and Fastly APIs
- Maintain and update internal support documents relating to future CSE onboarding
- Provided mentorship and training for colleagues in the support engineer organization

Oracle, Pleasanton CA

Program Analyst III

August 2015 - January 2016

- Maintain Oracle PaaS/SaaS Cloud Infrastructure ensuring virtual/physical servers are in stable conditions.
- Manage and escalating bugs to the engineering team for all cloud services

HP Software - Autonomy, Pleasanton CA

System Engineer

April 2014 - August 2015

- Provide client support for the Digital Safe Platform, consisting of over 35-40 server clusters containing 500-5000 virtual machines.
- Maintain day to day health of these servers including rebuilding virtual machines, filesystem repairs, data reconciliation and monitoring java virtual machines.
- Develop scripts and tools (Python & Bash) to automate repeating day to day activities such as auto-reconciliation and automate Postgres/DB2 queries.
- Operations representative on the Chef Integration team to ensure that Chef provided the proper tools for operations.

Limelight Networks, San Francisco CA

Senior Integration Consultant

January 2012 - March 2014

- Project managed multiple integration projects including training existing or new customers on Limelight's offerings, data migrations for the video platform or technical reviews of Limelight's open APIs.
- Wore multiple hats ranging from a trainer, developer and sales engineer in different stages in the sales cycle. Acted as the Sales Engineer for Video Migration and SSL Procurement.
- Subject matter expert providing guidance and expertise on open APIs, service configuration for Limelight's Video, CDN, Cloud Storage and Web Acceleration Platform.
- Help build the SSL procurement process and act as liaison with the Verisign technical account manager. Streamlining the ordering, validation and installation process for SSL certificates.

- Develop and maintain a turn-key video migration tool for the Limelight video platform.
- Develop and maintain an API authorization tokenizer library for the video platform.

Senior Technical Support Engineer / Integration Consultant

January 2012 - March 2014

- Provided tier II support for the content management platform including bug triage, evaluating tier 1 escalation and triaging customers template modifications.
- Help implement changes requested by customers including discovery & scope of the project, coding and testing the request changes as this was an at cost service.
- Moderate community site and maintaining knowledge base guides, how-to and API documentation were updated.
- Acting liaison between customers, tier 1 support and sales to the engineering team for feature requests and bugs.
- Assisted in the integration of Limelight's video platform into Limelight's content management platform.

PBWorks, San Mateo CA

QA Automation

August 2009 - October 2009

- Build smoke and regression tests for new features on the collaboration tool.
- Triage bugs before escalating to the engineering team while providing the support team the timeline and next steps.

Tier II Support Engineer

November 2008 - May 2009

- Provided tier II support for the collaboration platform including bug triage and evaluating tier 1 escalation.
- Provided support for mobile application and SSO APIs

Xora Inc, Mountain View CA

Account Manager Supervisor

January 2008 - October 2008

- Implemented and streamline regional account management team, resulting in increased efficiency in communication and time to resolution while lowering operational cost per contact,
- Develop and train regional account manager teams on product updates.

Account Manager

October 2005 - January 2008

- Help build and streamline the deployment, implementation and support process to ensure customer success.
- Served as the single point of contact for strategic accounts, delivering technical expertise and support escalations.

Customer Support Representative

February 2005 - October 2008

- Provided day to day technical support.
- Help spearhead support training program to continuously help educate the support team on the mobile product.
- Help develop a support reward program to reward top support members.

EDUCATION

California State University of Hayward, Hayward CA

Bachelor of Science in Business Administration with a focus in CIS

September 1999 - December 2004

PROFESSIONAL SKILLS

Programming Languages

Python, PHP, XML, HTML5, Velocity, Javascript, Shell Script, RESTful API

Familiar with Perl, SQL, Java, C++, Ruby, Soap API

Database

Familiar with DB2, Postgres SQL, MySQL & SQLite

Platforms

Microsoft Windows and Linux/Unix (mainly CentOS)

Familiar with MAC OS X, XEN (virtualization)

Applications

MS Office Suite, GIT, SVN, Service Manager 9, Jira, Salesforce, Selenium

Automation Tools

Familiar with Chef, Puppet, Jenkins

HOBBIES & INTEREST

Japanese Language

Currently studying the Japanese language for basic conversation and hopefully ending with business conversation.

Archery

Practicing archery to help keep myself focused on a goal.