

# Suzanne Aldrich

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## SUMMARY

Experienced engineering leader with 20+ years of focused expertise in technical product management and solutions engineering. I have a passion for learning and an interest in shaping technology's impact on society. I love bringing an innovative perspective to technical problems and helping customers realize the full value of technology.

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## SKILLS

I am known for a customer-obsessed approach with emphasis on human-centered design and usability for the web.

Design of Enterprise-grade scalable networks and compute systems that are secure, low-latency, reliable, and operate efficiently.

Deep technical experience with core web technologies including HTTP, DNS, TCP/IP, JavaScript, JSON, REST APIs.

Distributed computing including proxies, edge compute, content delivery & optimization, service workers, and other primitives.

Security capabilities including TLS & PKI with an emphasis on web security, including OWASP Top 10 and DDoS mitigation.

Modern web patterns including web server deployment with Nginx & Apache, CMS, JAMStack, PWA, React, and NextJS.

Core systems design and engineering including operating systems, virtualization, containerization, database design, GitOps, cloud platforms, and networking.

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## EXPERIENCE

### Sales Engineering Manager, West | Chronosphere | Remote | September 2022 - Present

- Managed team of Senior Sales Engineers at fast-growing startup disrupting the Observability space.

### Director, Sales Engineering | Vercel | Remote | June 2021 - August 2022

- Recruited, hired, onboarded, and trained Sales Engineering team from the ground up.
- Established feature requirement flywheel between Sales, Customer Success, GTM, Product, and Engineering teams.
- Routinely exceeded 100% of revenue objectives through cross-team collaboration.
- Developed Proof of Concept approach focused on winning confidence of technical customers.
- Defined company's technical vision and strategy to customers and prospects.

### Field Solutions Engineer Manager | Cloudflare, Inc. | San Francisco, California | July 2015 - June 2021

- Led the growth of Cloudflare's Solutions Engineering organization from one of the first 10 Solutions Engineers to managing a team of 8 covering the US West and Central Field regions.
- Responsible for multi-million dollar book of business of strategic customers and partners of varying size.
- Collaborated with cross-functional leads in Product and Engineering to innovate scalable cloud solutions.
- Delivered security and performance strategies that optimized web applications by recommending best practices in edge technologies & content delivery.
- Educated, empowered, and ensured the long-term success of Enterprises as technical customer advocate.
- Recruited, interviewed, and hired dozens of new members to grow the team.
- Balanced team workload against capabilities, and delegated responsibility to team leads.
- Supported all team members with mentorship and guidance for career goals.
- Defined team processes and best practices, and shared the team's solutions across the organization.
- Wrote and delivered presentations on behalf of the team at customer and partner events.

### Senior Customer Success Engineer | Pantheon Platform | San Francisco, California | July 2013 - July 2015

- Senior-level support technician at a quickly growing startup providing an auto scaling website hosting and DevOps platform.
- Delivered clear, accurate, well-executed, and empathetic solutions to highly complex, technical problems.
- Triage customer issues, communicating platform incidents, and administering tickets.
- Provided expertise on continuous integration and code deployment workflow.
- Audited web application architecture and conducted performance load testing.
- Achieved customer satisfaction ratings of 95% or greater.

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## EDUCATION

Bachelor of Science - Science, Technology & Society | Computer Science | Stanford University | Stanford, CA | 2011