ANNA

PERSONAL STATEMENT
Qualified, responsible SALES ENGINEER with five years of DevSecOps experience. Always asking questions and learning new skills. Based in Boston, MA.

EXPERIENCE
Datadog | Boston, MA
Sales Engineer, Customer Success | November 2023 - Present
Partner with customer success teams to articulate the overall Datadog value, vision, and strategy. Perform discovery and device solutions that solve our customers observability needs.

Unqork | New York, NY
Lead Support Engineer | February 2022 - April 2023
Recruit and coach support engineers to build a team and help customers manage complex no-code workflows. Specialized in Devops and SRE strategy.
Senior Support Engineer | July 2021 - February 2022
Created strategic platform monitors for customer environments and servers to proactively detect performance issues and outages. Oversaw summer intern data analysis effort to uncover patterns and trends in our incident response process
Configuration Support Engineer | January 2021 - July 2021
Expert in Unqork no-code configuration. Created tools for internal and extra use including bulk data management and incident priority calculation.
Associate Support Engineer | April 2020 - January 2021
Technical support for clients building on the Unqork no-code platform

EDUCATION
Emmanuel College | Boston, MA
Class of 2017 | Bachelor of Arts in English, Communications, and Media Studies
Art, literature, films, advertisements and technologies that define our culture.

General Assembly | New York, NY
Javascript Development | January 2020 - April 2020
Mastered the fundamentals of Javascript to build a fully-functional mobile application.

TOPPING