

SALOMÉ K. BRAGANZA-GALLAGHER

(sa·luh·may brah·gahn·zuh ga·luh·guh)

EXPERIENCE

Postman

Technical Enablement Architect

+ Collaborating with the SE and SA teams to develop reusable Postman assets (including Postman Collections and Javascript-based tests) to help onboard internal employees and customers onto the platform.

+ Creating enablement materials, including videos, scripts, presentations and documentation in order to accelerate user adoption.

+ Building and maintaining demo environments to support the SE and SA teams with industry-specific Postman assets.

Remote

Sept 2022 - Present

Datadog

Senior Solutions Operations Engineer

+ Providing mentorship and technical expertise, removing blockers and providing guidance on complex projects.

+ Focusing on project implementation, acting as a subject matter expert across multiple technologies.

+ Reviewing technical documentation and business requirements, performing gap analysis to validate proposed solutions.

+ Implementing and refactoring Python scripts to automate various processes and tasks, primarily working with REST APIs.

New York, NY & Remote

Oct 2021 - Aug 2022

Manager, Solutions Operations Engineering

Dec 2019 - Oct 2021

+ Created and implemented project plans, facilitating cross-team communication to assure successful project rollout. Designed and presented training material including slides and documentation for over 100 employees.

+ Developed and communicated the team's roadmap to stakeholders across the Solutions team.

+ Built internal and external hiring procedures, establishing a global team and more than doubling the team size.

+ Revamped existing performance reviews to align them more closely with the team's priorities and participated in team compensation discussions.

Team Lead, Solutions Operations Engineering

Jul 2019 - Dec 2019

+ As the first Lead of the Ops team, formalized onboarding processes and established a Udemy training pathway for junior team members.

+ Implemented and documented an OKR process to help prioritize projects, create clear milestones, and establish effective communication.

+ Overhauled existing workflows, streamlining processes and establishing detailed auditing practices.

Team Lead, Solutions Engineering

Jun 2018 - Jul 2019

+ Onboarded new SEs, training them on demos, ticket resolutions and prioritization strategies.

+ Conducted performance reviews and performance improvement plans (PIPs), helping to mentor direct reports throughout their career trajectory.

Solutions Engineer

Dec 2017 - Jun 2018

+ First point of contact for customers via third-party ticketing system and real-time chat. Helped with troubleshooting integrations and config files.

+ Assisted Sales, tailoring demos and webinars to customer needs.

CONTACT

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PROGRAMMING LANGUAGES

+ Python

+ JavaScript

+ PHP

+ SQL

+ HTML/CSS

+ Ruby on Rails

+ jQuery

+ ReactJS

+ Redux

SKILLS

+ Project Management

+ REST/GraphQL APIs

+ Postman

+ Zendesk Administration

+ Jira Administration

+ Atom/Sublime

+ Metabase

+ MySQL Workbench

+ Linux/PowerShell

+ Adobe Photoshop

+ Adobe InDesign

+ Windows 7/8/10/11, Mac OS

Aponia Data*Frontend Developer*

- + Utilized PHP and JavaScript to fix bugs and develop the company's main web application. Created MySQL stored procedures within MySQL Workbench.
- + Translated customer requirements into responsive pages, using PHP, JavaScript, HTML, CSS and AJAX.
- + Assisted with logo and website design and development.

New York, NY*Jun 2017 - Dec 2017***Vanguard Staffing***Graphic Designer*

- + Designed and updated website mockups in Photoshop and InDesign.
- + Collaborated with the Digital Media Manager and CTO to ensure mockups met company standards and customer needs.

New York, NY*May 2017 - Jun 2017***All Covered/Konica Minolta***Project Manager/Systems Engineer*

- + Managed over 60 complex projects simultaneously for the North-East region.
- + Performed as technical lead in project scope and deliverables review for Office 365 Migrations, server deployments, and DR implementation projects, as well as reviewed the execution of project work. Revised and approved project plans, project work and milestones.
- + Identified team resources and provided ongoing support of processes to ensure successful implementation; coordinated internal and external resources.

New York, NY*Nov 2011 - Jan 2015**Team Lead, Regional Service Desk**May 2011 - Nov 2011*

- + Led third-party software installations, upgrades, updates, and troubleshooting.
- + Provided complex second and third tier technical customer support via telephone and email.
- + Analyzed and formulated resolutions for issues with Active Directory, profiles and ACL permissions, group policies and Microsoft Exchange server.

*Support Specialist**Jul 2007 - May 2011*

- + First and second tier troubleshooting via phone, email, remote and desk-side support for a large customer base with users across 70+ sites.

EDUCATION**Flatiron School, NY, NY***Full Stack Web Development***Queens College, NY, NY***Biology*

Working towards a B.A.

Cisco Academy, NY, NY*CCNA (Cisco Certified Network Associate)*