

# Daniel Sada

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## Work Experience

<b>AWS Solutions Architect</b>	<b>Thinglogix</b>	<b>February 2024–May 2024</b>
<ul style="list-style-type: none"><li>Developed a monitoring and alerting dashboard using AWS QuickSight for a shelter referral network, automating infrastructure monitoring and data tracking in a PostgreSQL database.</li><li>Implemented CI/CD pipelines for AWS Greengrass devices (Lambda, RDS, CloudFormation) to automate deployments, improving reliability and performance for over 400 government IoT devices.</li><li>Led DevOps initiatives by managing CI/CD pipelines, ensuring seamless deployments, and validating offshore development teams, and fixing deployment errors.</li><li>Optimized POC AI chatbots for Shopify vendors using OpenAI and Griptape tools, enhancing NLP capabilities through automated workflows in Python and Node.js.</li></ul>		
<b>Solutions Engineer</b>	<b>Verkada</b>	<b>January 2022 - January 2024</b>
<ul style="list-style-type: none"><li>Brought in \$9MM of channel sales by certifying and enabling over 250 channel partners</li><li>93% average quota attainment over 2 years</li><li>Designed and implemented company-wide product competency evaluation for sales and channel teams for over 800 sales reps</li><li>Created the first company API Demo using AWS (S3, Lambda, Cloudfront, API Gateway)</li><li>Led pre-sales technical effort to a sales team of 15+ account executives, became a trusted advisor to customers (CTOs, CEOs, Heads of Network Engineering), assisted the sales team designing security systems and quotes, and created solutions for unique customer challenges</li></ul>		
<b>Customer Service Engineer</b>	<b>Wallbox</b>	<b>February 2021 - October 2021</b>
<ul style="list-style-type: none"><li>Established a proper service engineering ticketing process for NA to properly escalate issues to respective teams, resulting in 25% MTTR</li><li>Streamlined technical support and guidance to the Customer Service team by forming SQL queries and creating over 25 troubleshooting guides</li><li>Created reliability testing guidelines between EV chargers and 15 different EV models to ensure compatibility with most common EVs</li><li>Diagnosed a manufacturing EMF bug which was found to affect 5% of all new EV Charger units, leading to pre-emptive RMAs</li></ul>		

## Education and Activities

• <b>B.S. Electrical Engineering</b> , San Jose State University	<b>2016-2020</b>
• IEEE Event Coordinator	<b>2018-2020</b>
• Assyrian Youth Federation of America, President	<b>2022-Present</b>

## Skills

- **Programming Languages** Python, Javascript, C
- **Technologies** AWS, Docker, Kubernetes, GitLab CI/CD, Terraform, CloudFormation, Scripting, Node/Express, Cloudflare, Networking, HTTP, CI/CD, Git, React
- **Multilingual** English, Spanish, Assyrian, Arabic
- **Certifications** AWS Certified Solutions Architect - Associate, CompTIA Network+, Security+