Dashiell Okoro Senior Customer Success Engineer

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PROFILE SUMMARY

- **Senior Customer Success Engineer** with **8 years** in post-sale technical roles at **infrastructure and observability software** companies, now the technical owner of **11 strategic Chef accounts** in banking, retail and telecom.
- Works across **Chef Infra**, **Chef Automate** and **Chef InSpec**, scripts in **Ruby** and **Python**, and knows cloud (**AWS**, **Azure**), logs (**Splunk**, **Sumo Logic**) and **Gainsight** with **Salesforce**.
- Deep experience in **high-availability architecture reviews**, **P1 escalation handling** and **compliance-as-code rollouts**, using quarterly technical health checks to find upgrade and config risk well before renewal.
- Partners with **CSMs**, **account executives**, **Support** and **Chef engineering** on renewal reviews, escalation bridges and roadmap calls with customer platform leads.
- Mentors **2 CSEs** on escalations, owns the team's **technical success plan template**, and runs the monthly review of every open escalation in the book.

TECHNICAL SKILLS

APIs & Protocols:	REST APIs, Webhooks, SAML SSO, LDAP, OAuth 2.0
Scripting & Query Languages:	Ruby, Python, Bash, PowerShell, SQL
Cloud & Infrastructure:	AWS, Microsoft Azure, Kubernetes, Terraform, Linux, Windows Server
Observability & Debugging Tools:	Splunk, Sumo Logic, Datadog, Postman, Wireshark
Customer Success Platforms:	Gainsight, Salesforce
Support & Incident Tools:	Zendesk, Jira, PagerDuty, Slack Connect
Product Analytics & Data:	Chef Automate reports, Tableau, Snowflake

EDUCATION

University of Illinois Chicago — **B.S. in Computer Science** — Chicago, IL · Aug 2014 to May 2018

HashiCorp — **HashiCorp Certified: Terraform Associate** — Chicago, IL · Apr 2023

WORK EXPERIENCE

Progress Chef — **Senior Customer Success Engineer** — Chicago, IL (remote) · Mar 2022 to Present

- Ran architecture reviews for strategic accounts running **Chef Infra Server** and **Chef Automate** on **AWS**, moving 6 of them to high-availability setups and cutting server outages from 9 a year to **1**.
- Owned **P1 escalations** across the book, tracing failed **Chef Infra Client** runs through **Splunk** logs and **Ruby** cookbook code, and cut median time to resolution from 3 days to **14 hours**.
- Built quarterly **technical health checks** on node check-in rates, end-of-life client versions and failed **InSpec** scans, tracked in **Gainsight**, and moved **5** red accounts back to green.
- Ran **Chef InSpec** compliance workshops for platform and security teams, growing the number of accounts running weekly **CIS benchmark** scans from 4 to **9**.
- Worked renewal risk reviews with CSMs and account executives on a **$14M ARR** book, clearing upgrade blockers before each contract date and holding gross revenue retention at **96%**.

Sumo Logic — **Customer Success Engineer** — Chicago, IL (remote) · Jul 2018 to Feb 2022

- Onboarded **40** mid-market and enterprise customers, setting up collectors, **AWS CloudTrail** and **Kubernetes** log sources, and cut time to a first live dashboard from 5 weeks to **12 days**.
- Wrote **Python** scripts on the **Search Job API** and webhook connections to **PagerDuty** and **Slack** for customer alerting, now in production at **27** accounts.
- Brought **30** documented feature requests to Product through the voice-of-customer program, with query samples and account counts, and **6** shipped within a year.