Steven Chuob

Solutions Engineering Manager, Strategic · Persona

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Solutions engineering leader with 20 years in customer-facing technical roles. I grow strategic accounts, build the tools my team runs on, and coach early-career engineers into the SE role.

36x spend growth at a top Persona customer	**10x** spend growth on targeted Fastly accounts	**20 yrs** support, integration, TAM and SE	**Top 10** Persona accounts grown

EXPERIENCE

Solutions Engineering Manager, Strategic · **Persona** — Oct 2025 – Present

- Lead a team of strategic Solutions Engineers.
- Built internal tools for SE staffing, account handoffs and manager workflows.
- Mentor early-career engineers on the interpersonal and technical sides of the SE role.

Enterprise Solutions Engineer · **Persona** — Apr 2022 – Oct 2025

- Grew top-10 Persona accounts, including a 36x increase in spend at a top customer.
- Built custom solutions pairing Persona with LLMs to tackle specific fraud problems.
- Created SE onboarding and training on the REST API and Persona theming.
- Mentored new graduates and core SEs moving into enterprise roles.

Manager APAC, Cloud Engineering · **Fastly** — Apr 2019 – Feb 2022

- Automated live-event monitoring for customers.
- Built tools to track utilization and forecast workload.
- Bridged the US and Japan offices and ran company-wide onboarding.

Team Lead, Technical Account Manager · **Fastly** — Feb 2016 – Apr 2019

- Turned red-flag accounts into top-10 accounts; 10x spend on targeted accounts.
- Started the TAM practice, trained every new TAM including the first hire in Japan.
- Integrated Slack with PagerDuty for faster customer escalations.
- Co-presented 'VCL Debugging 101' at Fastly's 2017 customer conference.

Program Analyst · System Engineer · **Oracle · HP Autonomy** — Apr 2014 – Jan 2016

- Kept Oracle PaaS/SaaS cloud infrastructure stable.
- Ran 35-40 server clusters (500-5,000 VMs) for HP's Digital Safe; automated reconciliation in Python and Bash.

Senior Integration Consultant · **Limelight Networks** — Jan 2012 – Mar 2014

- Sales engineer for video migration and SSL deals.
- Built a turnkey video-migration tool and an API token library.

Support, QA and Account Management · **PBWorks · Xora** — Feb 2005 – Oct 2009

- Led a regional account-management team and cut cost per contact.
- Wrote smoke and regression tests; supported SSO and mobile APIs.

PROJECTS

Internal tools for my team — Built internal tools for Solutions Engineering staffing, account handoffs and manager workflows.

Custom customer solutions — Built custom dashboards and fraud solutions for enterprise customers.

AI-assisted engineering — Use AI agents day to day to build and check tooling safely.

Hearth home finance (personal) — A self-hosted budgeting app for my family, running on a Mac mini at home.

SKILLS

Languages: Python, JavaScript / TypeScript, Shell, SQL, PHP, REST APIs

Data: Snowflake, Postgres, MySQL, SQLite

Tools: Git, Jira, Salesforce, Selenium, Jenkins, Cloudflare

Practice: Solution design, Fraud & KYC, CDN / edge, Technical training

EDUCATION & INTERESTS

B.S. Business Administration (CIS), Cal State East Bay

Japanese — studying toward business-level conversation. **Archery** — practice in focus and follow-through.