Anocha Yudhthonglang

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SUMMARY

Have experience over 8 years in various applications, planning, installing and configuring Servers and Workstations. AWS Certified with extensive experience in the cloud and IT industry. Passionate about technologies especially cloud computing. Hands-on experience in AWS cloud environment such as compute, network, storage and identity & access management. Strong troubleshooting, problem-solving skills, communication, written and interpersonal skills.

CERTIFICATIONS

- **AWS Cloud Quest: Cloud Practitioner**
- **AWS Certified Cloud Practitioner:** Validation Number: Y8MCMWQ151V11QWG
- **AWS Certified Solutions Architect - Associate**: Validation Number: DR1GDTZJENE11LK5

CLOUD EXPERIENCE

- Managed AWS accounts, and AWS services IAM, VPC, Security Group, EC2, S3, IAM, SSO, CloudWatch, CloudFront, and Route53.
- Provisioned AWS infrastructure using DevOps tools such as Terraform.
- Implemented CI/CD pipeline utilizing GitHub, Jenkins for deployment and build management system.
- Configured Security Groups, Network Access Control, IAM roles, and Multi Factor Authentication.
- Managed AWS S3 storage lifecycle, S3 Transfer Acceleration, including hosting static websites with custom DNS.
- Implemented a schedule of system backups and data archive operations using Veeam and CloudSync.

PROFESSIONAL EXPERIENCE

ISV Tech Support Representative III   **April 2018 - Present**
SHIFT4 - Allentown, PA

- Provided support on Restaurant Manager's core Point of Sale and Cloud-Based product suite.
- Configured and maintained EC2 instances, S3 and AWS IAM.
- Diagnosed and resolved computer problems and requests from users in a timely manner and accurately recorded requests into the help desk system.
- Installed, configured, and troubleshoot hardware, including desktops, laptops, peripherals, network equipment, iOS (Apple) and Android devices.
- Installed, configured, and troubleshoot software packages, including operating systems, desktop software and custom applications as needed.

Technical Support Manager   **February 2014 - March 2018**
INET GROUP LLC - Rockville, MD.

- Maintained essential IT operations, including POS system, domain controllers, active directory, group policy, operating systems, security tools, applications, servers, laptops, desktops, software, and hardware
- Resolved various issues relating to all POS systems, CCTV systems, Payments integration, and online ordering systems.
- Assisted customers in installation and operating POS software, hardware and related problems to satisfy all needs.
- Coordinated with various teams, helped to create strong and long term business relationships.
- Worked with vendors to track down and troubleshoot complex issues.

EDUCATION

- **Bachelor of Business Administration (BBA), Information Systems**
  Rajamangala University of Technology Thanyaburi

SKILLS

- AWS, EC2, S3, VPC, IAM, SG, NACL, SNS, ELB, SSO, AWS CLI, RDS, Route53, RDS, CloudFront
- CloudWatch, CloudTrail, CloudFormation, Terraform, CI/CD, GitHub, Agile, Jira
- Windows, Linux, MacOS, PS, Bash, Python(basic), JSON, YAML, HTML, CSS
- Hyper-V, VMware, AD, GPO, TCP/IP, DNS, DHCP, NFS, SMB, SSH LDAP