

Anocha Yudhthonglang

GERMANTOWN, MD
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SUMMARY:

Have experience over 8 years in various applications, planning, installing and configuring Servers and Workstations. Certified AWS Solutions Architect with extensive experience in the cloud and IT industry. Passionate about technologies especially cloud computing. Hands-on experience in AWS provisioning and proficient knowledge of AWS services. Dedicated IT Support professional who can also work independently and provide excellent customer service.

SKILLS:

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

CLOUD EXPERIENCE:

- Managed AWS accounts, including AWS services VPC, EC2, S3, IAM, SSO, CloudWatch, CloudFront distributions, Route53 hosted zones.
- Provisioned AWS infrastructure using infrastructure as code tool 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 including hosting static website 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 product suite.
- Diagnosed and resolved computer problems and requests from users in a timely manner.
- 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, operating systems, security tools, applications, servers, laptops, desktops, software, and hardware
- Resolved various issues relating to all POS systems, CCTV systems, Payments, and online ordering systems.

EDUCATION / CERTIFICATIONS:

Bachelor of Business Administration (BBA), Information Systems

Rajamangala University of Technology Thanyaburi

AWS Certified Solutions Architect: Validation Number DR1GDTZJENE11LK5

Running Jenkins on AWS LinkedIn: AebEKZohOOhca2x28ILkr3-wiPMB

DevOps, CI/CD Udemy Certificate no: UC-40715d93-dd19-41e9-9f1e-1a27896b1086