

Michael Mapanao

253-600-8319 | michael.mapanao@gmail.com | [linkedin.com/in/michael-mapanao/](https://www.linkedin.com/in/michael-mapanao/) | michaelmapanao.com/

EDUCATION

University of Washington

Bachelor of Science in Computer Science and Systems

Tacoma, WA

Jan 2022 – Aug 2025

EXPERIENCE

Associate Cloud Support Engineer

Ollion

Liberty Lake, WA

Sept 2025 – Present

- Delivered remote technical support by monitoring systems, triaging incidents through ticketing platforms, and assisting with issue resolution in Windows and Linux environments.
- Supported cloud operations by leveraging AWS CloudWatch, Nagios, and other monitoring tools to proactively identify issues and maintain system reliability.
- Ensured customer confidence during incidents by providing timely updates to stakeholders, maintaining transparency, and fostering strong client relationships.

Cloud Support Associate Intern

Amazon Web Services

Seattle, WA

May 2025 – Aug 2025

- Developed and deployed an AI-powered chatbot using AWS Lex and Bedrock, reducing OpenSearch cluster diagnostic support cases and improving response time.
- Engineered two Python-based Lambda functions for real-time OpenSearch cluster health monitoring, achieving reduction in diagnostic time and handling multiple requests per day.
- Architected DynamoDB database solution to optimize chatbot performance, resulting in reduction in API latency and enhanced data analytics capabilities for daily customer interactions.
- Implemented client-side encryption for DynamoDB using AWS Key Management Service (KMS), ensuring secure data-at-rest protection and compliance with data privacy requirements.
- Leveraged Amazon QuickSight to create interactive dashboards for monitoring chatbot metrics, leading to improvement in bot response accuracy and customer satisfaction.

Performance Assessment Representative

United States Navy

Port Hueneme, CA

Jan 2014 – Dec. 2021

- Managed 20+ multimillion-dollar construction and service contracts, conducting site visits, performance assessments, and safety inspections to ensure compliance with OSHA and EM 385-1-1 regulations.
- Supervised and supported cross-functional teams of up to 13 personnel, filling critical gaps in administrative roles, handling 40+ personnel transactions and reimbursements, and ensuring timely on boarding and pay for military.
- Ranked 3 of 17 Petty Officers for top performance and leadership, volunteering 60+ hours to Navy events and leading fundraising efforts that generated over \$3K to support morale and welfare initiatives.

PROJECTS

Transform-Load-Query Pipeline | *Java, Python, AWS Lambda, AWS S3, AWS Aurora* Nov. 2024 – Dec. 2024

- Contributed to the implementation of serverless application that used three lambda functions.
- Developed Lambda functions for Transform, Load, and Query stages processing cloud-based datasets.
- Conducted comprehensive performance evaluation of data processing pipelines implemented in Java and Python using AWS cloud services.

Textbook Price Comparison | *JavaScript, Node.js, Express.js, MySQL, Pug*

Jun. 2024 – Jul. 2024

- Lead development of a dynamic web application for real-time textbook price comparison across vendors.
- Implementing full-stack solution using JavaScript and MySQL to create a scalable and efficient platform.
- Designed and optimized database queries to handle large datasets of textbook information and pricing data.

TECHNICAL SKILLS

Languages: Java, Python, C, SQL, JavaScript, HTML/CSS, R

Frameworks: Node.js, Express.js, JUnit

Developer Tools: Amazon Lambda, EC2, S3, Amazon Lex, Amazon Aurora, Git, VS Code, Visual Studio, IntelliJ,

Eclipse, Java Swing, JavaFX, React, TailwindCSS, Cloudwatch, QuickSight, Vercel, Linux, CLI, PyCharm, DynamoDB

Certificates: AWS Solutions Architect Associate, AWS AI Practitioner