



Professional Summary

Results-driven Engineer with extensive experience optimizing AWS applications and services. Proficient in troubleshooting complex technical challenges across diverse AWS technologies, with specialization in networking services. Recognized for exceeding expectations and rapidly achieving tenured designation. Committed to continuous learning and staying updated with emerging technologies to drive innovation.



Experience

Amazon Web Services (AWS) – *The world's most comprehensive and broadly adopted cloud, with more than 200 fully featured services, including: compute, storage, databases, analytics, networking, mobile, developer tools, management tools, IoT, security, and enterprise applications. Millions of customers are using AWS to lower costs, increase security, become more agile, and innovate faster.*

Cloud Support Engineer I

📅 January 2023 – Present 📍 Herndon, VA

- As a cloud support engineer (CSE) I maintained and supported AWS production applications and services to ensure a positive customer and developer experience by troubleshooting, diagnosing, and resolving problems across various AWS technologies.
- Supported hundreds of Fortune 500 customers with their technical challenges and provided recommendations on their cloud infrastructure.
- Proficient with most utilized AWS services (such as EC2, IAM, S3) and special expertise with AWS networking related services, including Elastic Load Balancer, Virtual Private Cloud (VPC), Route53, WAF, Firewall Manager, AWS Shield, Network Firewall, Distributed Denial of Service (DDoS), VPC IP Address Manager.
- Converted from Associate to CSE I– achieving tenured designation 6 months in advance within role.
- Was selected for accelerated onboarding to both the (PSAP) and (PP) programs as well as the High Severity Relay Team:
 - PSAP program, is a way for more tenured and expert engineers to help new hires and other engineers by providing guidance on operational triage, assisting with knowledge gaps, and improving the overall quality of engineers' output.
 - Profile Primaries, Responsible for monitoring customer's cases, improving response time, assisting AWS internal teams with customer outreach and escalations.

Cloud Support Associate Intern

📅 June 2021 – August 2021 📍 Herndon, VA

- Collaborated with AWS engineers and CSA peers to learn about AWS services, practiced troubleshooting techniques, applied AWS cloud skills through customer case simulations, and developed a highly available, scalable, and high performance three tier web application built on AWS services.

dBase Media – *Digital content marketing, video production & advertising firm with expertise in all digital marketing channels, data mining, and CRM strategies.*

IT Internship

📅 June 2020 – August 2020 📍 Tysons, VA

- Consulted on WordPress website design and development.
- Monitored client's real-time digital marketing analytics and KPIs through dBase Registry CRM.
- Helped advise and design a secure and scalable MySQL database architecture.



Education

George Mason University, Volgenau School of Engineering - Cumulative GPA: 3.9

B.S. Information Technology, Concentration: Cloud Computing

📅 **Attained in December 2022**

Northern Virginia Community College - Cumulative GPA: 3.9

A.S. Information Technology

📅 **Attained in May 2020**

Universidade do Sagrado Coração, Sao Paulo, Brazil

Completed 132 credits towards a B.S. in Civil Engineering

📅 **Attended May 2014- 2017**



Skills

- **Professional skills:** Project Management - Agile, Excellent Written & Verbal Communication Skills, Logic and Critical Thinking, Problem Solving, Analytical Thinking, Perseverance.
- **Additional skills:** AWS Cloud Services, Linux, MySQL, Wireshark, Java, Python, HTML, Microsoft Suite, Salesforce.
- **Languages:** Fluency in English and Portuguese.