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Linda Jones

Results-oriented with a proven track record of driving efficiency and streamlining operations in fast-paced environments. I am seeking to leverage strong organizational and communication skills to transition into a dynamic role as a Cloud Engineer. Adept at coordinating cross-functional teams, managing timelines, and ensuring project deliverables align with organizational goals. Proven ability to handle multiple tasks simultaneously, prioritize workloads, and meet tight deadlines. I am eager to apply a detail-oriented approach, strategic mindset, and collaborative leadership style to contribute to the success of diverse projects and drive organizational excellence. I am ready to bring a unique blend of administrative expertise, project management acumen and engineering to exceed project objectives and enhance overall team performance. I am looking forward to utilizing my growing expertise in AWS to design and implement scalable, secure, and efficient cloud solutions.

Valuable Skills

- **Project Management/Coordinating/Soft-Skills:** Organized, Time Management, Effective Communication, Documentation and Reporting Efficiency, Resource Management, Risk Management, Problem-Solving, Able to Negotiate, Adaptable, Detail Orientation, Leader Focused.
- **Technical:** AWS (S3, CloudFront, Lambda, API Gateway, DynamoDB, Amplify, Cognito, CodePipeline, CodeBuild, EC2, ECS, CloudFormation, Terraform, CloudWatch, CloudTrail, GuardDuty, Route 53, Transit Gateway, Gateway Load Balancer, Network Load Balancer, Traffic Mirroring), Suricata, Wireshark, ServiceNow, Dynamics 365, Microsoft Teams, Excel, PowerPoint, Word, Concur.

Language Proficiency

- English - Fluent
- Spanish - Fluent

Education

Western Governors University, Millcreek, UT – B.S. IT Management,
Business Administration

August 2024 – PRESENT

Houston Baptist University, Houston, TX – B.S. Psychology (Christian Counseling)

October 2022 – December 2023, *Transferred*

Work History

Geico, Springfield, VA – MOAT Agent – 40Hrs (Full-time Flexible)

June 2024 – PRESENT

- **Sales Activities:**
 - Handle inbound and outbound sales calls in a call center environment. Sell and bundle home and renters insurance with other types of coverage.
 - Explain policy details and provide quotes to customers.
 - Address customer inquiries and follow up with potential customers to close sales.
- **Performance Management:**
 - Meet sales targets and maintain metrics.
- **Administrative Tasks:**
 - Ensure accurate completion of documentation and processes.

Nova OMS, Arlington, VA – Administrative Assistant- 40Hrs (Full-time Flexible)

March 2024 – May 2024

- **Patient Interaction:**
 - Greet and welcome patients.
 - Register new patients according to established office protocols.
 - Assist patients in completing necessary forms and documentation.
 - Verify and update patient information.
 - Inform patients of office procedures and policies.
 - Move patients through appointments as scheduled.
- **Administrative Duties:**
 - Answer and manage incoming calls.
 - Schedule, reschedule, or cancel patient appointments.
 - Confirm upcoming appointments and manage recalls.
 - Enter relevant patient information into the data system.
 - Maintain and manage patient records in compliance with privacy regulations.
 - Organize referrals to other medical specialists as needed.
 - Dispatch lab work appropriately.
- **Financial Tasks:**
 - Collect and receipt payments from patients at the time of treatment.
 - Inform patients of financial treatment plan options.
 - Arrange payment schedules with patients.
 - Prepare and mail billing statements.

- Prepare claim forms for dental insurance and arrange supporting documents for claims.
- **Office Management:**
 - Monitor and maintain the inventory of dental office supplies.
- Update patient education materials.
 - Maintain a professional reception area.
 - Safeguard patient privacy and confidentiality.

Aerospace Industries Associations, Arlington, VA – Administrative Coordinator – 40Hrs (Part-time Flexible)

July 2023 – January 2024

- **Office Management:**
 - Overseeing day-to-day office operations, managing administrative staff, and ensuring a smooth and efficient work environment.
- **Communication:**
 - Coordinating communication within the association, including drafting and disseminating internal memos, managing emails, and facilitating communication between different departments or teams.
- **Event Coordination:**
 - Planning and organizing industry events, conferences, and meetings. This could involve logistical tasks such as scheduling, coordinating venues, managing registrations, and ensuring all necessary materials are prepared.
- **Document Management:**
 - Handling documentation regarding the aerospace industry, which might include policies, regulatory compliance documents, meeting minutes, guidance documents, charter, council, subcommittees, and working groups.
- **Membership Support:**
 - Assisting with membership-related activities, including member communication, onboarding, and maintaining accurate membership records.
- **Project Assistance:**
 - Collaborating with project managers or teams on various initiatives, providing administrative support, and ensuring project timelines are met.
- **Travel Arrangements:**
 - Coordinating travel arrangements for executives, staff, and other stakeholders attending industry events or meetings.
- **Budget Tracking:**
 - Assisting in budget management, tracking expenses, and ensuring adherence to financial guidelines.
- **Data Entry and Analysis:**
 - Entering and analyzing data, and generating reports as needed.
- **Administrative Support:**
 - Providing general administrative support to executives and teams, such as scheduling appointments, managing calendars, and handling routine correspondence.

Piedmont Airlines, Inc., Arlington, VA – Ramp Agent – 40Hrs+ (Part-time Flexible)

April 2023 – July 2023

- **Aircraft Ground Handling:**
 - Loading and unloading baggage, cargo, and mail onto and off of the aircraft. This involves using various types of equipment such as conveyor belts, and dollies to move items to and from the aircraft.
- **Aircraft Marshaling:**
 - Directing the movement of aircraft on the ground using hand signals or communication devices to ensure safe and precise positioning at the gate or on the tarmac.
- **Aircraft Cleaning and Servicing:**
 - Performing routine cleaning tasks on the aircraft interiors and exteriors. This may also involve restocking items such as blankets, pillows, and other supplies. Checking and servicing aircraft lavatories and potable water systems may also be part of the responsibilities.
- **Baggage Sorting:**
 - Ensuring accurate sorting and timely delivery of passengers' checked baggage to the correct flights.
- **Equipment Operation:**
 - Operating ground support equipment, such as pushback tugs, tow tractors, and aircraft stairs, to assist in the arrival and departure of aircraft.
- **Safety and Security Compliance:**
 - Adhering to safety and security regulations and protocols to ensure a secure and hazard-free working environment.
- **Communication:**
 - Collaborating with other ground crew members, and pilots to coordinate efficient aircraft movements.
- **Customer Service:**
 - Providing assistance to passengers and airline crew members as needed, especially during boarding and deplaning.

Triquest Management, Houston, TX – Executive Administrative Assistant
– 40Hrs

November 2014 – November 2015

- **Administrative Assistant:**
 - Updated executives on changing business needs by thoroughly documenting internal and client meetings.
 - Produced accurate office files, updated spreadsheets, and crafted presentations to support executives and boost team efficiency.
 - Responded to emails and other correspondence to facilitate communication and enhance business processes.
 - I communicated with clients to understand property needs and preferences.
 - Generated leads for sales and rental properties through cold calls and referrals.
 - Followed up with prospective buyers regarding incentives from builders and new developments in the surrounding area.
 - Introduced prospective tenants to types of units available and performed tours of premises.
 - Handled tenant complaints promptly and appropriately, calling in repairmen and other support services as needed.

- Kept records accurate, detailed, and fully compliant with reporting requirements to meet all state, local, and federal housing requirements.
- Responded to messages and inquiries from various parties and used well-developed active listening and open-ended questioning skills to promote quick issue resolution.

Technical Projects

AWS, Remote, USA

Static Website Hosting with S3 and CloudFront:

- Created and configured an S3 bucket for static website hosting.
- Uploaded website files (HTML, CSS, JavaScript) to the S3 bucket.
- Enabled S3 bucket policies to secure access.
- Implemented versioning and backup strategies to protect against data loss.
- Set up S3 bucket configurations to handle large volumes of traffic efficiently.
- Created and configured a CloudFront distribution using the S3 bucket as the origin.
- Deployed CloudFront distribution to edge locations worldwide to deliver website content globally.

Serverless Web Application (Python):

- Developed an application for serverless web development with Python on AWS.
- Used AWS Serverless Application Model (SAM) to package the application code.
- Deployed the packaged API code as AWS Lambda functions.
- Configured the Lambda functions behind an API Gateway.
- Set up Cognito user pools and configured it to handle user registration and sign-in processes.
- Created DynamoDB tables to store user application data and to maintain persistence.
- Performed validation and integration tests of Lambda, API Gateway, Cognito, and DynamoDB.

Static Code Analysis Deployment with AWS CodePipeline (JavaScript):

- Prepared a sample application written in JavaScript and selected ESLint as the static analysis tool for the JavaScript application.
- Set up a three-stage AWS CodePipeline for continuous integration and continuous deployment (CI/CD).
- Integrated ESLint within the CodePipeline to perform static code analysis during the build stage and ensured that the static analysis stage runs before the deployment stage.
- Configured the pipeline to prevent code with identified vulnerabilities from being deployed to production.

WebSocket Application with Amazon API Gateway (JavaScript):

- Developed a stock ticker application using the WebSockets.
- Configured the WebSocket API to integrate with Amazon API Gateway.
- Developed and implemented AWS Lambda functions to handle WebSocket messages with API Gateway.
- Performed functional tests of the application to ensure proper data distribution and real-time updates.

Real User Monitoring (RUM) for Web application using Datadog (JavaScript):

- Set up Datadog RUM Software Development Kit (SDK) for JavaScript.
- Configured rate settings.
- Configure Session Replay.
- Configured privacy settings for Session Replay.
- Connected RUM with Application Performance Monitoring (APM) tracing.

Datadog RUM to Track Core Web Vitals:

- Pinpointed Core Web Vitals on the frontend.
- Determined the implications on the backend.
- Used RUM to gather and analyze Core Web Vital insights to create and foster an optimized user experience for web applications.

Major Project: Hybrid Multi-Region Infrastructure with Simulated On-Prem Environment

Project Overview: Developed a hybrid cloud architecture connecting a simulated on-premises environment to AWS, utilizing multiple regions for high availability. Integrated third-party open-source firewalls and performed traffic inspection and analysis.

Key Technologies: AWS VPC, AWS Transit Gateway (TGW), AWS Gateway Load Balancer (GWLB), Network Load Balancer (NLB), Amazon Route 53, AWS Traffic Mirroring, Suricata, Wireshark, Auto Scaling Groups (ASG).

Steps and Highlights:

- 1. Simulated On-Premises Environment:**
 - Created a simulated on-prem VPC to represent the on-premises environment.
 - Set up subnets, route tables, Internet and NAT Gateways.
- 2. AWS VPC Setup:**
 - Created VPCs in two AWS regions (e.g., us-east-1 and us-west-1) for multi-region setup.
 - Configured public and private subnets, Internet and NAT Gateways.
- 3. Site-to-Site VPN Connection:**

- Configured Virtual Private Gateways and a Customer Gateway.
 - Established site-to-site VPN connections.
- 4. AWS Transit Gateway (TGW):**
- Set up Transit Gateways in each region.
 - Attached VPCs to Transit Gateways for inter-VPC and on-premises traffic management.
- 5. Hybrid Network Configuration:**
- Ensured proper routing between the on-premises VPC and AWS VPCs through Transit Gateways.
 - Implemented VPC peering as needed.
- 6. Third-Party Firewalls with Gateway Load Balancer (GWLb):**
- Deployed Suricata in an Auto Scaling Group (ASG) in each VPC.
 - Created target groups for Suricata instances.
 - Used GWLB to distribute traffic to Suricata instances for inspection.
- 7. Traffic Inspection and Analysis:**
- Utilized AWS Traffic Mirroring to capture and inspect network traffic.
 - Analyzed traffic using Wireshark on an EC2 instance.
- 8. Load Balancing with Network Load Balancer (NLB):**
- Deployed NLBs to handle TCP/UDP traffic and distribute mirrored traffic to EC2 instances.
- 9. Load Balancing and High Availability:**
- Deployed applications in private subnets in each region.
 - Used Application Load Balancers (ALB) and Route 53 for high availability and failover routing.
- 10. DNS and DNS Resolvers:**
- Set up Route 53 Resolver endpoints for DNS resolution.
 - Configured DNS forwarding rules and managed domain names with Route 53.
- 11. Monitoring and Logging:**
- Set up CloudWatch for monitoring resources and Suricata logs.
 - Created CloudWatch dashboards and alarms.
 - Used CloudTrail for API logging and AWS Config for compliance.
 - Integrated all environments to be monitored using Datadog.
- 12. Security and Compliance:**
- Implemented security groups and Network ACLs.
 - Managed permissions using IAM roles and policies.
 - Set up AWS GuardDuty and Datadog Cloud Security for threat detection.