CAMERON MATTHEW **PETERS**

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27/01/2000 · South Africa

https://cameronpeters87.github.io/portfolio/index

Experienced Cloud Support Engineer at Amazon Web Services, providing enterprise-level technical support and specializing in Analytical services such as Amazon OpenSearch, Managed Streaming of Apache Kafka, Amazon AppFlow, Amazon Kendra, Kinesis Streams, Kinesis Firehose, Kinesis Data Analytics and Amazon Q. I excel in resolving complex technical issues, mentoring other support engineers, and driving automation initiatives to enhance productivity.

WORK EXPERIENCE

11/2023 – PRESENT
CLOUD ENGINEER – DATA ANALYTICS
AMAZON WEB SERVICES | SOUTH AFRICA

In my current role as a Cloud Support Engineer at Amazon Web Services, I take on additional responsibilities, including performing on-call support, handling internal Engineer escalations, coordinating critical conference calls, and providing mentorship to other Support Engineers.

- Performing on-call support and coordinating critical conference calls. Supporting and engaging with other internal and customer stakeholders.
- Demonstrated proficiency in devising effective workarounds during high-pressure situations such as production down, swiftly restoring functionality for customers.
- Automating manual replications for common customer use cases with IaC using Cloud Formation to easily deploy Stacks to automatically provision and configure infrastructure as part of the deployment process such as Centralized Logging, Nginx Proxy to VPC Domains and custom solutions with Elastic Load Balancers with ACM Certificates for connectivity on the AWS Cloud.
- Creating tools that improve Support Engineering productivity using Python Scripts, AWS Lambda, Amazon Q and Chatbots by using RAG to use GenAI on a knowledge base for faster resolution.

07/2022
CLOUD SUPPORT ASSOCIATE – DATA ANALYTICS
AMAZON WEB SERVICES | SOUTH AFRICA

As a Cloud Support Associate at Amazon Web Services, I provided independent, enterprise-level technical support across all severities. I have a focus on specializing in AWS Analytics Services.

- Working independently, resolving technical support cases of all severities within SLA.
- Clarifying the customer need, evaluate their technical risks, and managing their expectations for resolution appropriately. Knowing when the right action is to replicate workloads to best serve or guide a customer such as Authentication and Authorization with Cognito or SAML such as Okta.
- Assisted customers by monitoring and improving system performance by setting up comprehensive logging and monitoring solutions using AWS CloudWatch and ELK Stack.
- Monitoring network traffic, activity, capacity and usage to ensure continued integrity and optimal performance of customers clusters such as Kafka and OpenSearch.
- Providing specialist skills in supporting and troubleshooting infrastructure problems. Assisting variety of customer use cases to setup ingestion pipelines for their logs using on their EKS clusters and EC2 instances using tools like Fluentbit, Logstash, Beats, Kinesis Firehose and Lambda.

EDUCATION

2021

ADVANCED DIPLOMA: INFORMATION AND COMMUNICATION TECHNOLOGY – NQF LEVEL 7

DURBAN UNIVERSITY OF TECHNOLOGY

RELEVANT COURSEWORK:

- Applied Mathematics for Computing
- Data Structures
- Software Development and Management
- Platform Based Development
- Research Skills
- Graphics
- Machine Intelligence

2018-2020

DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY: APPLICATIONS DEVELOPMENT – NQF LEVEL 6

DURBAN UNIVERSITY OF TECHNOLOGY

RELEVANT COURSEWORK:

- Applications Development (MVC Web Apps & Azure Cloud)
- Information Systems (Agile Developments & Scrum)
- Information Management (SQL & Database Design)
- IT Project Management
- Mobile Computing
- Human Computer Interaction
- Operating Systems
- Communication Networks
- Business Fundamentals
- Entrepreneurial Spirits

SKILLS

- Managed Streaming of Apache Kafka
- Amazon OpenSearch Service
- Kinesis – Streams, Firehose, KDA
- Networking – EC2, VPC, Route53, ELBs

- Fluentbit, Fluentd, Beats, Logstash
- Python scripts using SDKs for AWS Services
- Amazon Cognito and IAM
- AWS Glue and Lambda

- Technical Diagnosis and Troubleshooting Skills
- Proficient in AWS Cloud Technologies
- Excellent Written and Verbal Communication
- Patience when assisting customers

- Ability to work independently
- Strong Problem-Solving Abilities
- Adaptability in fast paced environment
- Experience documenting business processes

CERTIFICATES

ASP.NET MVC 5 PROJECT - FACEBOOK CLONE
03/12/20 – Udemy

BUILDING ASP.NET MVC 5 MEMBERSHIP
11/09/20 – Udemy

ASP.NET MVC 5 PROJECT - CMS AND SHOPPING CART WITH PAYPAL
09/09/20 – Udemy

INTRODUCTION TO CYBERSECURITY
17/08/18 - Cisco Networking Academy

NETWORKING ESSENTIALS
21/06/20 - Cisco Networking Academy

INTRODUCTION TO IOT
22/10/18 - Cisco Networking Academy

NDG LINUX UNHATCHED
14/09/18 - Cisco Networking Academy

ONLINE JAPANESE N5 COURSE
12/03/21 - Udemy