

# 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. I excel in resolving complex technical issues, mentoring other support engineers, and driving automation initiatives to enhance productivity.

## WORK EXPERIENCE

**11/2023 – PRESENT**

### **CLOUD SUPPORT 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.
- Hiring, training and mentoring other Support Engineers.
- Demonstrated proficiency in devising effective workarounds during high-pressure situations such as production down, swiftly restoring functionality for customers.
- Identifying repetitive or serious problems and communicating these issues to relevant stakeholders. Automating manual tasks or creating tools that improve Support Engineering productivity.
- Preparing and maintaining procedures, recording diagnosis, resolution of network faults within the AWS infrastructure and enhancements for the customer.
- Maintaining and insisting on the highest quality for the team to ensure the best customer experience is provided.

**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, determining if there is a problem, 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.
- Monitoring network traffic, activity, capacity and usage to ensure continued integrity and optimal network performance of their clusters and domains.
- Providing specialist skills in supporting and troubleshooting network problems and emergencies. Assisting customers to install, configure and test upgraded networks, software database applications, servers and workstations.
- Helping customers optimize their use of Amazon published service support tools and adopt best practices, e.g., data security, fault tolerance, performance.

## 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

- 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