CAMERON MATTHEW **PETERS**

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

PERSONAL INFORMATION

SURNAME	Peters
FIRST NAME/S	Cameron Matthew
IDENTITY NUMBER	000127 5369 088
DATE OF BIRTH	2000/01/27
GENDER	Male
MARITAL STATUS	Single
DRIVERS LICENSE	Code B
NATIONALITY	South African
RACE	Coloured
HOME LANGUAGE	English
RESIDENTIAL ADDRESS	108 Allenby Road Redhill Durban 4051
CONTACT NUMBER	081 560 0000
EMAIL	cameronpeters87@gmail.com
PORTFOLIO	https://cameronpeters87.github.io/portfolio/index

WORK EXPERIENCE

NOVEMBER 2023 – PRESENT

AWS CLOUD SUPPORT ENGINEER – DATA ANALYTICS

AMAZON WEB SERVICES

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. I excel at proposing effective workarounds during critical situations, identifying and escalating repetitive or serious issues, and driving automation efforts to enhance support engineering productivity.

- 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.
- Creating instructive scenarios and documentation for stakeholders. 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.

JULY 2022 – OCTOBER 2023

AWS CLOUD SUPPORT ASSOCIATE – DATA ANALYTICS

AMAZON WEB SERVICES

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 Analytical services such as OpenSearch, OpenSearch Serverless, OpenSearch Ingestion, Managed Streaming of Apache Kafka, Amazon AppFlow, Amazon Kendra, Kinesis Streams, Kinesis Firehose, and Kinesis Data Analytics.

- Working independently, handling enterprise technical support cases of all severities.
- 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 – IN PROGRESS

ADVANCED DIPLOMA: INFORMATION AND COMMUNICATION TECHNOLOGY – NQF LEVEL 7

DURBAN UNIVERSITY OF TECHNOLOGY

Relevant Coursework:

- Applied Mathematics for Computing
- Data Structures
- Platform Based Development
- Research Skills
- Software Development & Management
- 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

2013-2017

MATRIC: BACHELORS

PARKHILL HIGH SCHOOL

Subjects:

- Languages: English, Afrikaans
- Life Orientation
- Mathematics
- Physical Science
- Life Sciences
- Accounting

SKILLS

- Continuous Integration and Continuous Delivery (CI/CD)
- Cloud Formation
- AWS Identity and Access Management (AWS IAM)
- Amazon Cognito
- Elastic Stack (ELK) - Elasticsearch, Logstash and Kibana
- Apache Kafka
- Amazon Kinesis
- AWS Cloud – VPC Networking and Instances
- Supporting and troubleshooting network problems and emergencies

CERTIFICATES

ASP.NET MVC 5 PROJECT - FACEBOOK CLONE

03/12/20 – Udemy

BUILDING A ASP.NET MVC 5 MEMBERSHIP WEBSITE

11/09/20 – Udemy

ASP.NET MVC 5 PROJECT - CMS AND SHOPPING CART WITH PAYPAL

09/09/20 - Udemy

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

INTRODUCTION TO CYBERSECURITY

17/08/18 - Cisco Networking Academy

ONLINE JAPANESE N5 COURSE

12/03/21 - Udemy