CAMERON MATTHEW **PETERS**

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27/01/2000 ·
https://cameronpeters87.github.io/portfolio/index

Cloud Support Engineer with 3+ years of experience specializing in Data Flow Analytics services including **OpenSearch, MSK, Kinesis, Amazon Q Business, AppFlow, Kendra** and **CloudSearch**. Recognized as an **AWS OpenSearch SME** and certified in **AI Practitioner**.

Skilled in **high-severity incident response, mentoring engineers, and delivering enterprise-level technical support**. Passionate about building scalable, resilient cloud solutions and driving customer success.

WORK EXPERIENCE

11/2023 – PRESENT
AWS CLOUD SUPPORT ENGINEER – DATA ANALYTICS
AMAZON WEB SERVICES

- Lead **on-call incident response** and coordinate critical customer conference bridges, ensuring swift resolution of production-impacting issues.
- **Mentor, train, and onboard** new Support Engineers, fostering knowledge-sharing and raising overall team capability.
- Designed **workarounds and recovery strategies** that minimized downtime during high-severity incidents, restoring customer functionality under pressure.
- Identified recurring issues and implemented **automation/tools** that reduced case resolution time and boosted support engineer productivity.
- Authored **technical scenarios, documentation, and troubleshooting guides** used by customers and internal stakeholders worldwide.
- Drove a culture of **operational excellence**, ensuring consistent delivery of high-quality customer experiences

JULY 2022 – OCTOBER 2023
AWS CLOUD SUPPORT ASSOCIATE – DATA ANALYTICS
AMAZON WEB SERVICES

- Independently managed **enterprise-level technical support cases** across all severities, specializing in AWS Analytics services.
- Collaborated with customers to **diagnose root causes**, replicate workloads, and guide them through architectural best practices
- Monitored and optimized **cluster and domain performance**, ensuring availability, capacity, and integrity of mission-critical workloads.
- Troubleshot and resolved **complex networking, data streaming, and infrastructure issues**, often under tight SLAs.
- Assisted customers with **upgrades, configuration, and testing** of analytics workloads, servers, and database applications.
- Drove **adoption of AWS best practices** in data security, fault tolerance, and performance optimization.

EDUCATION

2021

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

- **Cloud & Analytics:** AWS OpenSearch (SME), Kinesis, MSK, AppFlow, Amazon Q Business, Kendra, CloudSearch, CloudFormation, VPC, IAM, EC2
- **Data & Streaming:** Elasticsearch, Logstash, Kibana, Kafka, cluster monitoring & performance optimization
- **Incident Response & Operations:** High-severity issue resolution, disaster recovery, SLA management, automation of repetitive support tasks
- **Support & Leadership:** Mentoring & onboarding, customer communication, documentation, technical scenario creation

CERTIFICATES

OPENSEARCH – SUBJECT MATTER EXPERT (SME)
29/07/25 – Amazon Web Services

AWS CERTIFIED AI PRACTITIONER
30/06/25 – Amazon Web Services

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