

Charles Malon Silva Rocha - 2021376

**Professional Development**

**Skills Gap Analysis and Personal Development Plan**

**Dublin**

**2024**

**CCT College Dublin**

**Assessment Cover Page**

*To be provided separately as a word doc for students to include with every submission.*

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| **Module Title:** | Professional Development |
| **Assessment Title:** | Skills Gap Analysis and Personal Development Plan |
| **Lecturer Name:** | Neil Doyle |
| **Student Full Name:** | Charles Malon Silva Rocha |
| **Student Number:** | 2021376 |
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Below you can access the progress of this assignment.

**<https://github.com/CharlesMalonRocha/CA1-Professional-Development>**

**Declaration**

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| By submitting this assessment, I confirm that I have read the CCT policy on Academic Misconduct and understand the implications of submitting work that is not my own or does not appropriately reference material taken from a third party or other source. I declare it to be my own work and that all material from third parties has been appropriately referenced. I further confirm that this work has not previously been submitted for assessment by myself or someone else in CCT College Dublin or any other higher education institution. |

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Introduction

For this assignment, I’ll be taking a close look at my skills and areas for growth as I prepare for a specific job role I aspire to. By using self-assessment tools, such as personality and emotional intelligence tests, I’ve gained insight into my strengths and areas I need to develop further. With this understanding, I’ll conduct a skills gap analysis, comparing my current abilities with the requirements for my chosen role. Finally, I’ll outline a Personal Development Plan (PDP) in a short video, sharing concrete steps I can take to bridge these gaps and move closer to achieving my career goals.

SWOT Analysis

**Strengths:**

* **Strong Customer Service Experience**: Over 10 years in customer-focused roles, which will help in delivering high-quality support to AWS customers.
* **Technical Skills in Development and Networking**: Some knowledge in programming languages like Python, Java, HTML, and CSS, along with networking fundamentals, which align with the technical requirements of the role.
* **Problem-Solving Ability**: Experience in troubleshooting and managing operational challenges in fast-paced retail environments.
* **Multilingual Skills**: Fluent in both Portuguese and English, which is valuable for global customer support, and that is the most important feature that put me in a advantage position.

**Weaknesses:**

* **Limited Hands-on Experience in AWS Environment**: While I have studied cloud computing, I have limited practical experience with AWS services in a professional setting. That would be my first professional experience in the field. I do not possess 2 years experience in customer support.
* **New to Cloud Support Roles**: Transitioning from a retail and logistic background means I have less experience in cloud-specific troubleshooting compared to candidates from purely technical roles.

**Opportunities:**

* **Cloud Industry Growth**: AWS continues to lead the cloud computing market, providing significant opportunities for career advancement and learning cutting-edge technologies. Also, could be a first step in an area that better matches with my previous experiences.
* **AWS Training and Mentorship Programs**: Access to AWS's training resources can help bridge knowledge gaps and accelerate growth in cloud support or other tech positions.
* **Diverse Career Paths**: AWS offers a variety of career development opportunities, including mentorship, leadership roles, and specialized technical paths.

**Threats:**

* **Highly Competitive Field**: AWS is a highly sought-after employer, and the cloud support field attracts candidates with more advanced AWS experience.
* **Rapid Technological Changes**: The fast-evolving cloud industry requires continuous learning, which may pose challenges if not addressed proactively, that is somenthing I will avoid and do my best.

Job Profile

https://www.amazon.jobs/en-gb/jobs/2779747/storage-cloud-support-engineer-portuguese-speaker

## DESCRIPTION

Amazon Web Services is the market leader and technology forerunner in the Cloud business. As a member of the AWS Support team you will be at the forefront of this transformational technology, assisting a global list of companies and developers that are taking advantage of a growing set of services and features to run their mission-critical applications. As a Cloud Support Engineer, you will act as the ‘Cloud Ambassador’ across all the cloud products, arming our customers with required tools & tactics to get the most out of their Product and Support investment.  
  
AWS Sales, Marketing, and Global Services (SMGS) is responsible for driving revenue, adoption, and growth from the largest and fastest growing small- and mid-market accounts to enterprise-level customers including public sector. The AWS Global Support team interacts with leading companies and believes that world-class support is critical to customer success. AWS Support also partners with a global list of customers that are building mission-critical applications on top of AWS services.  
  
Would you like to use the latest cloud computing technologies? Do you have an interest in helping customers understand application architectures and integration approaches? Are you familiar with best practices for applications, servers and networks? Do you want to be part of a customer facing technology team helping to ensure the success of Amazon Web Services (AWS) as a leading technology organization?   
  
If you fit the description, you might be the person we are looking for! We are a group of smart people, passionate about cloud computing, and believe that world class support is critical to customer success.  
  
  
**Key job responsibilities:**  
Every day will bring new and exciting challenges on the job while you:  
  
· Learn and use groundbreaking technologies.  
· Apply advanced troubleshooting techniques to provide unique solutions to our customers' individual needs.  
· Interact with leading engineers around the world.  
· Partner with Amazon Web Services teams to help reproduce and resolve customer issues.  
· Leverage your extensive customer support experience to provide feedback to internal AWS teams on how to improve our services.  
· Drive customer communication during critical events.  
· Drive projects that improve support-related processes and our customers’ technical support experience.  
· Write tutorials, how-to videos, and other technical articles for the developer community.  
· Work on critical, highly complex customer problems that may span multiple AWS services.

**A day in the life  
WHY AWS SUPPORT?**  
  
· First and foremost this is a customer support role – in The Cloud.  
· On a typical day, a Support Engineer will be primarily responsible for solving customer’s cases through a variety of customer contact channels which include telephone, email, and web/live chat. You will apply advanced troubleshooting techniques to provide tailored solutions for our customers and drive customer interactions by thoughtfully working with customers to dive deep into the root cause of an issue.  
· Apart from working on a broad spectrum of technical issues, an AWS Support Engineer may also coach/mentor new hires, develop & present training, partner with development teams on complex issues or contact deflection initiatives, participate in new hiring, write tools/script to help the team, or work with leadership on process improvement and strategic initiatives.  
· Career development: We promote advancement opportunities across the organization to help you meet your career goals.  
· Training: We have training programs to help you develop the skills required to be successful in your role.  
We hire smart people who are keen to build a career with AWS, so we are more interested in the areas that you do know instead of those you haven’t been exposed to yet.  
· Support engineers interested in travel have presented training or participated in focused summits across our sites or at specific AWS events.  
· As we operate on a follow-the-sun model, with Premium Support sites located globally, there is no after hours on-call or mandated overtime in this role.  
  
This role supports our services that focus on distributed, cloud infrastructure of AWS S3 storage, Storage Gateway, Glacier, EFS, FSx for lustre, Snowball, AWS Transfer for SFTP, Datasync and AWS backup. Our cloud support engineers are also the “voice of the customer” and have a strong voice in to the development teams for recurring issues or feature requests.  
  
**About the team**  
**Diverse Experiences**   
Amazon values diverse experiences. Even if you do not meet all of the preferred qualifications and skills listed in the job description, we encourage candidates to apply. If your career is just starting, hasn’t followed a traditional path, or includes alternative experiences, don’t let it stop you from applying.

**Why AWS**   
Amazon Web Services (AWS) is the world’s most comprehensive and broadly adopted cloud platform. We pioneered cloud computing and never stopped innovating — that’s why customers from the most successful startups to Global 500 companies trust our robust suite of products and services to power their businesses.   
  
**Work/Life Balance**   
We value work-life harmony. Achieving success at work should never come at the expense of sacrifices at home, which is why we strive for flexibility as part of our working culture. When we feel supported in the workplace and at home, there’s nothing we can’t achieve in the cloud.

**Inclusive Team Culture**   
Here at AWS, it’s in our nature to learn and be curious. Our employee-led affinity groups foster a culture of inclusion that empower us to be proud of our differences. Ongoing events and learning experiences, including our Conversations on Race and Ethnicity (CORE) and AmazeCon (gender diversity) conferences, inspire us to never stop embracing our uniqueness.   
Mentorship and Career Growth  
We’re continuously raising our performance bar as we strive to become Earth’s Best Employer. That’s why you’ll find endless knowledge-sharing, mentorship and other career-advancing resources here to help you develop into a better-rounded professional.

Skills Description

## BASIC QUALIFICATIONS

- Ability to communicate effectively in English and Portuguese (written and spoken) 2+ years of Technical support experience  
- networking protocols: DNS, HTTP, SSL, TCP and UDP & Unix/Linux or Windows system administration skills.  
- Knowledge of filesystem, block, object storage, Storage architectures and backup/DR strategies, AWS S3

## PREFERRED QUALIFICATIONS

- Experience troubleshooting filesystem, block and object storage , scripting (i.e. bash, Python, PowerShell etc.), storage protocols: iSCSI, NFS, SMB  
- Experience with network troubleshooting and tools e.g. iperf, MTR, traceroute, dig,  
- Prior working experience with AWS e.g. AWS S3 storage, Storage Gateway, EFS and AWS Backup.  
- Exposure to OS and networking security concepts and standard methodologies.

#### ****The above excerpt was taken from the job description.****

#### ****Technical Skills****

1. **Networking Protocols:** Proficiency with DNS, HTTP, SSL, TCP, and UDP, which are critical for network troubleshooting and ensuring seamless service operations.
2. **System Administration (Unix/Linux or Windows):** Hands-on skills in Unix/Linux or Windows systems, with knowledge of processes, user management, and troubleshooting performance issues.
3. **Cloud Storage (AWS S3):** Knowledge of AWS S3, including filesystem, block, and object storage concepts, as well as storage architectures for implementing efficient storage solutions and backup/disaster recovery (DR) strategies.
4. **Storage Management:** Understanding of storage protocols (iSCSI, NFS, SMB) and the ability to manage, configure, and troubleshoot storage systems.
5. **Scripting and Automation:** Basic scripting skills (e.g., Bash, Python, PowerShell) to automate processes, improve efficiency, and address repetitive tasks.
6. **Networking Tools:** Familiarity with diagnostic tools such as iperf, MTR, traceroute, and dig to effectively troubleshoot network performance and connectivity issues.

#### ****Soft Skills****

1. **Communication:** Strong communication skills in both English and Portuguese, vital for delivering high-quality support and building rapport with diverse customer groups.
2. **Problem-Solving and Troubleshooting:** Analytical and methodical approach to troubleshooting technical issues across networking, storage, and system administration.

Skills Levels Assessed

1. **Self-Assessment and Reflection:** Evidence of self-reflection on personal technical strengths and areas needing improvement. Demonstrates understanding of both soft and technical skills critical for the role.
2. **Communication Skills:** Proficiency in English and Portuguese for both written and spoken communication, showing a high level of effectiveness in cross-linguistic support scenarios.
3. **Technical Support Experience:** At least two years of experience in technical support, with demonstrated ability to troubleshoot and resolve customer issues in technical environments.
4. **Foundational Networking Knowledge:** Basic understanding and practical knowledge of essential networking protocols (e.g., DNS, HTTP, SSL, TCP, UDP) for diagnosing network-related issues.
5. **System Administration Skills:** Competence in Unix/Linux or Windows system administration, demonstrating understanding of core administrative tasks, filesystem management, and performance tuning.
6. **Cloud Storage and Backup Solutions:** Familiarity with cloud storage and backup architectures, especially AWS S3 and associated services, to support data recovery and storage requirements.

Plans for Development

**1. Strengthening AWS Knowledge and Cloud Fundamentals:**

* **Goal:** Gain practical experience with core AWS services, particularly those mentioned in the job profile (e.g., AWS S3, Storage Gateway, Glacier, EFS).
* **Action Steps:**
  + Complete foundational and associate-level AWS certifications, such as AWS Certified Cloud Practitioner and AWS Certified Solutions Architect – Associate, to build a solid understanding of AWS services.
  + Use AWS free tier to practice hands-on with storage and networking services, focusing on configuration, management, and troubleshooting.

**2. Building Networking and System Administration Skills:**

* **Goal:** Improve foundational knowledge in networking and system administration, as these are critical for the Cloud Support Engineer role.
* **Action Steps:**
  + Enroll in online courses that cover networking fundamentals, including DNS, HTTP, SSL, TCP, and UDP protocols.
  + Gain practical experience with Unix/Linux commands and administration by setting up a local virtual environment or using cloud resources to practice.
  + Use network troubleshooting tools (e.g., iperf, MTR, traceroute, dig) to deepen practical knowledge.

**3. Developing Cloud Storage Management Skills:**

* **Goal:** Acquire a deeper understanding of storage protocols and AWS storage solutions to support data storage and backup management.
* **Action Steps:**
  + Study AWS storage services in detail, including AWS S3, EFS, and AWS Backup, by completing AWS training modules focused on storage.
  + Practice setting up backup and recovery solutions in a test environment to familiarize with disaster recovery strategies.

**4. Enhancing Scripting and Automation Capabilities:**

* **Goal:** Develop basic scripting skills to assist in automation, which can streamline processes and reduce repetitive tasks in the role.
* **Action Steps:**
  + Learn scripting in Bash and PowerShell, focusing on tasks like automation of storage setup and network troubleshooting scripts.
  + Build simple scripts to address recurring tasks, such as automating backups or creating system health checks.

**5. Improving Communication Skills for Technical Support:**

* **Goal:** Leverage bilingual skills in Portuguese and English to deliver exceptional support, ensuring clarity and understanding for diverse AWS customers.
* **Action Steps:**
  + Practice crafting technical documentation and troubleshooting guides in both languages, as this is essential for clear customer communication.
  + Engage in mock troubleshooting scenarios with peers to practice explaining complex solutions simply and effectively.

**6. Gaining Exposure to AWS Support and Mentorship Programs:**

* **Goal:** Familiarize with AWS’s support culture and mentorship opportunities to accelerate learning and gain real-world insights.
* **Action Steps:**
  + Network with current AWS Support employees via professional platforms like LinkedIn to learn about their experiences and advice.
  + Explore AWS’s training and mentorship resources upon joining, actively participating in available learning modules and mentorship initiatives.

Conclusion

In conclusion, this plan lays out a clear path to help me grow into the role of Cloud Support Engineer at AWS. I’ve identified my strengths, like my customer service background and language skills, which give me an edge in supporting diverse customers. At the same time, I’m aware of the gaps I need to bridge, especially around hands-on AWS experience and deeper knowledge of networking and storage systems.

To get there, I'll focus on achieving AWS certifications, gaining practical skills in cloud and system administration, and building up my scripting abilities. Along the way, I'll make the most of mentorship opportunities and networking to learn from those already in the field. With these steps, I’m confident I can turn my experience and enthusiasm for technology into real strengths, ready to meet the challenges of this role head-on.

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References

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