

## CHRIS THIELMAN

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### PROFESSIONAL SUMMARY

Experienced Support Engineer with 15+ years of delivering high-impact technical support across public cloud platforms, containerized environments, and hybrid infrastructure. Proven success working directly with global enterprise customers while collaborating cross-functionally with DevOps, Engineering, QA, and Product Management teams. Strong in Kubernetes troubleshooting, cloud platform services (AWS, Azure, GCP), and scripting for automation and diagnostics. Adept at bridging technical and non-technical stakeholders to resolve complex issues efficiently and improve platform reliability.

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### TECHNICAL SKILLS

Category	Tools & Technologies
<b>Cloud Platforms</b>	AWS (IAM, EC2, CloudWatch), Azure, GCP, OAuth, SSO, API integrations
<b>Containers &amp; Orchestration</b>	Kubernetes (EKS/GKE), Helm, Docker, Pod Debugging, Logs, Secrets Management
<b>Operating Systems</b>	Linux (Ubuntu, CentOS), Windows Server, WSL
<b>Scripting &amp; Automation</b>	Python, Bash, PowerShell, JS, Shell scripting
<b>Monitoring &amp; Logging</b>	Splunk, Sentry, Grafana (basic), ServiceNow, Internal Dashboards
<b>Networking &amp; Auth</b>	TCP/IP, DNS, TLS/SSL, VPN, Proxy, OAuth, SAML
<b>Support Functions</b>	Incident Management, RCA, On-call Support, KB Creation, Stakeholder Reporting
<b>Collaboration Tools</b>	Jira, Slack, Confluence, GitHub, Zoom, Intercom

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## PROFESSIONAL EXPERIENCE

### **Amazon Health — Senior IT Support Engineer (Cloud & Platform Support)**

 Remote |  Oct 2022 – Aug 2025

- Acted as a primary support contact for large enterprise users of internal AWS-based platforms, delivering expert-level troubleshooting for Kubernetes-based services, cloud APIs, and cross-region deployments
- Collaborated across DevOps, Engineering, Product, and QA to resolve complex multi-layered issues impacting CI/CD, identity management, and application uptime
- Led incident response and root cause investigations for high-impact events involving OAuth/SAML, SSL cert failures, container misconfigurations, and service outages
- Developed automation scripts using Python, Bash, and PowerShell to streamline diagnostics and reduce triage time
- Supported hybrid workloads running on Linux and Windows, optimizing platform performance and advising on cloud architecture improvements
- Delivered executive-level updates to stakeholders and contributed to internal runbooks, dashboards, and escalation SOPs
- Partnered with Product teams to support Cortex Cloud-like platforms focused on runtime security and observability

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### **Dow Jones (NewsCorp) — Enterprise Support Analyst**

 Princeton, NJ |  Nov 2014 – Jul 2022

- Supported globally distributed users and internal tools with an emphasis on network reliability, cloud-connected systems, and access management
- Collaborated with QA and product teams to diagnose release issues, API failures, and infrastructure bottlenecks
- Performed scripting tasks (PowerShell, batch) to automate patching, endpoint diagnostics, and report generation
- Maintained documentation and assisted with compliance requirements for enterprise systems

**Horizon LLC — Jr. Network Administrator / Systems Support**

 Warren, NJ |  Jun 2012 – Jul 2014

- Maintained both Linux and Windows environments, handled server upgrades, DNS configurations, and VPN access
  - Supported networking infrastructure and endpoint monitoring across internal systems
  - Wrote and maintained shell scripts for automation and system configuration tasks
  - Participated in system migrations and infrastructure scaling projects
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 **EDUCATION**

**Lincoln Technical Institute**

Network Information Systems Program

 2007 – 2009