

# Giovannie Encarnacion

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## EDUCATION & CERTIFICATIONS

### Cloud Application Development (2024 – Present)

AWS Cloud Institute

- Gained hands-on experience in DevSecOps, bash scripting, Python, SQL, cloud security, AI/ML, networking concepts, and AWS core services with coursework delivered by AWS instructors.
- Completed 100+ interactive labs involving AWS Services, cloud architecture, and best practices for cloud deployment.
- Gained experience in cloud monitoring, automation with CloudFormation & Terraform, CloudTrail and Secrets Manager to ensure secure cloud operations.
- Collaborated and led team-based labs to solve real world problems, demonstrating strong teamwork and problem-solving skills.

### Certifications:

- **Red Hat Certified System Administrator (RHCSA)** – (2024-2027)
  - **AWS Developer Associate** – (2023-2026)
  - **AWS SysOps Administrator** – (2023-2026)
  - **CompTia Security+** -(2024-2027)
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## SKILLS & EXPERTISE

- **Cloud Services:** AWS Cloud (IAM, EC2, S3, DynamoDB, Rekognition, Lambda, API Gateway, VPCs, Bedrock)
  - **Linux Administration:** Installation, configuration, and management of Red Hat Enterprise Linux systems.
  - **Programming Languages:** Python, Bash
  - **Operating Systems:** Ubuntu, Red Hat Enterprise Linux, Windows
  - **Security:** Security Monitoring, Incident Response
  - **Infrastructure as Code:** Terraform, CloudFormation
  - **Networking:** Demonstrated knowledge of networking concepts, protocols, and tools, including HTTP/S, TCP/IP, DNS, OSI model, routing, switching, firewalls, and LAN/WAN.
  - **Communication:** Technical Writing, Effective communication skills.
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## PROJECTS

### Splunk Logging in AWS (<https://blog.theawsdev.com/splunk-aws-lab>)

*Platforms and Technology Used: AWS, Splunk Enterprise (SIEM), Log Analytics, Terraform*

- Implemented logging and monitoring solutions using AWS and Splunk to enhance security and operational visibility.

### Event Driven Image Detection (<https://blog.theawsdev.com/project1>)

*Platforms and Technology Used: AWS Rekognition, Lambda, S3, DynamoDB*

- Developed an event-driven image detection system using AWS services to automate image analysis and storage.
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## **PROFESSIONAL EXPERIENCE**

### **Business Systems Analyst Technician**

Humana | Tampa, FL

10/2019 – Current

- Supported restoration of services during disruptions or outages of key technology platforms/applications by triaging Tier 3 tickets, achieving a first-resolution **rate of 85%** within established SLAs.
  - Improved the claims adjudication process by designing and implementing XML macro scripts, resulting in a 15% increase in production efficiency.
  - Document and summarize ticket submissions in ServiceNow to facilitate restoration of key services and technologies.
  - Monitor and analyze trends in incidents and issues to improve incident response strategies.
  - Communicate issues, resolutions, and status updates clearly while exercising independent initiative and judgment during service restoration.
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## **ACHIEVEMENTS**

- **AWS National Jam – US TA - 2024 Winner**
    - Collaborated and led team-based labs to solve real world problems, demonstrating strong teamwork, problem-solving skills and delivering solutions under time constraint.
  - **Claims Process Improvement**
    - Improved the claims adjudication process by designing and implementing XML macro scripts, resulting in a 15% increase in production efficiency.
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