

Louie Cervantes

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Skills

Skills: Microsoft Office (10, 13), Windows Server, IIS, HTML, Active Directory, Terraform, Github, Splunk, Nagios, PagerDuty, Grafana, Powershell Scripting, EC2, EBS, CloudWatch, Load-Balancing, Lambda, AutoScaling

Cloud Platforms: AWS, Azure

Foreign Language: Bilingual; Fluent in oral and written Spanish.

Experience

Stamps.com / Auctane

Cloud Administrator

El Segundo, CA

January 2020 – Present

- Work with the existing technologies we leverage such as EBS, EC2, S3, Powershell, as well as research and implement new tools/technologies.
- Periodically review monitoring setup/coverage and thresholds.
- Develop new policies, standards and principals as the environment evolves.
- Own the development, deployment and on-going management of operational tasks, jobs, scripts etc.
- Work with Development and Database teams to design and implement new solutions.
- Help with troubleshooting issues in all environments (Dev, QA, etc).

Stamps.com / Auctane

Associate Cloud Administrator

El Segundo, CA

January 2019 – January 2020

- Track KPIs and troubleshoot system performance issues.
- Manage and maintain monitoring/alerting tools such as Nagios, Splunk, Cloudwatch, PagerDuty, and Grafana.
- Continuously improve department compliance and policy adherence while maintaining 99.99+% uptime.
- Work with existing solutions that span AWS and multiple Data Centers.
- Maintain regular backups of critical data via Rubrik and AWS based solutions.
- Create and maintain robust documentation and knowledgebase for all new servers/projects.

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Technical Support Representative

El Segundo, CA

January 2018 – January 2019

- Investigated and resolved questions regarding support and troubleshooting for applications including all Microsoft Office Applications, Stamps.com Desktop Application and Web Client, and Endicia's diverse programs.
- Exceeded Key Performance Indicators (KPI's) such as Average Handle Time, Customer Satisfaction, and other departmental standards of performance and metrics.
- Identified and ensured proper documentation for escalations, bugs, and requests set by procedures for handling incidents.
- Fielded approximately 15-25 calls per day providing technical support and advised best practices for navigating and printing through our services.

Molina Healthcare

Associate Service Desk Technician Intern

Long Beach, CA

January 2017 – August 2017

- Delivered support and troubleshooting for platform applications including all Microsoft Office Applications, Cisco Jabber, NICE Engage and Customer Relationship Management (CRM).
- Offered resolutions to internal staff through skillful problem identification, analysis and appropriate troubleshooting and routed "service ticket" records to the appropriate support teams for further investigation and resolution.
- Provided troubleshooting and resolution as well as diagnostics in a wide range of software, hardware and network issues to employees.