

Emmanuel Robertson

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EDUCATION

George Mason University

Bachelor of Science, Information Technology

- Cumulative GPA: 3.62

Fairfax, VA

Jan.2020 – May 2022

Northern Virginia Community College

Associate of Science, General Studies

- Cumulative GPA: 3.30

Sterling, VA

Aug.2017 – Dec.2019

EXPERIENCE

Cloud Support Engineer

Amazon Web Services

June 2022 – Current

Herndon, VA

- Providing technical support to AWS customers and troubleshooting issues related to AWS services and infrastructure.
- Responding to customer inquiries via email, phone, or chat and resolving their technical issues
- Troubleshoot AWS analytics services such as OpenSearch, Kafka, Kinesis Suites, AppFlow, Kendra, along with main AWS services such as EC2, S3, IAM, Lambda, VPC/Route 53
- Documenting customer issues and solutions in a knowledge base for future reference
- Providing guidance and best practices to customers on how to optimize their AWS infrastructure for cost and performance.

Data Center Technician

Amazon Web Services

Oct. 2021 – Feb. 2022

Ashburn, VA

- Deploying and maintaining hardware infrastructure in AWS data centers
- Installing and configuring servers, storage systems, and networking equipment.
- Identifying and resolving hardware and network issues promptly to ensure minimal downtime.
- Conducting root cause analysis for incidents and implementing preventive measures

PROJECTS

Cloud Resume Challenge | *Python, Lambda, DynamoDB, S3, Route53*

Jan. 2022 – Current

- Created Cloud based resume hosted on AWS. Using HTML/CSS, JS, Python, DynamoDB, Route53, . Currently work in progress – mannyresume.com

TECHNICAL SKILLS/CERTIFICATIONS

Languages:Python, PHP, SQL, HTML/CSS

Tools/Services:AWS, Kafka, Elasticsearch/Opensearch, Kinesis, Linux, Networking

Certifications:AWS Certified Solutions Architect Associate - SAA C03