

# Maxwell Kwarteng

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## PROFESSIONAL SUMMARY

Customer success-oriented Engineer and Master's student in Cloud Computing Management at George Washington University with hands on experience supporting digital solutions and implementing analytic features. Collaborated with cross-functional teams and clients to optimize user experience. Skilled in web development technologies, cloud platforms, JavaScript, and translating complex business needs into actionable technical solutions. Experienced in configuring dashboards, troubleshooting frontend issues, performance monitoring and improving digital experience visibility through optimized workflows. Recognized with the Focal Merit Award for the proven ability to collaborate with software engineers and stakeholders, delivering solutions that are aligned with modern SaaS best practices.

## KEY SKILLS

**Technical Writing and Documentation:** Process Documentation, Configuration Management, Editing and Style Guide Compliance, Version Control, Standard Operating Procedures (SOPs), System Documentation, Microsoft Word, PowerPoint

**Cybersecurity & Risk Management:** Zero Trust Architecture, Threat Mitigation and Analysis, Identity and Access Management (IAM), Vulnerability Mitigation and Assessment, Continuous Monitoring, Incident Response, FISMA, NIST RMF, NIST 800-53, Editing, Plan of Action and Milestones (POAM)

**Cloud & Infrastructure:** Cloud Solution Architecture, Microsoft 365 Security, Amazon Web Services (EC2, CloudWatch, S3), Secure Cloud Migration, Performance Optimization, Virtualization, Infrastructure Automation

**Digital Analytics and Implementation Tools:** SharePoint, Git, Confluence, Wireshark, Splunk, Event Tracking, Google Analytics, User Behavior Analysts, Data Capture Tools, Adobe Analytics, Chrome Dev Tools

**Consulting Competencies:** Technical and Project Documentation, Customer Success, Cross-functional Collaboration, Stakeholder Communication

**Web & Digital Experience:** JavaScript, CSS, HTML, Front-end Debugging, DOM Inspection, Page Load Lifecycle, Performance Optimization, Markdown, Python, Java, SQL, NoSQL, Cloud Automation & Monitoring, Bash, React

**CERTIFICATIONS** — CompTIA Security+ (In Progress) (Expected December 2025)

## RELEVANT EXPERIENCE

**Community Businesses — Software Engineering Consultant — Gaithersburg, MD** *April 2024 – Present*

- Collaborated with clients to define and achieve digital requirement goals and translate them into technical and analytical workflows.
- Configured HIPAA-compliant cloud solutions with configuration baselines and cloud architecture diagrams.
- Maintained Trusted Platform Module (TPM) integration records, ensuring sensitive data security and meeting compliance standards to protect system configurations from tampering.
- Created PCI-DSS implementation dashboard guides to support compliant payment gateways, safeguarding sensitive financial transactions, reducing fraud risk, and building customer trust.
- Leveraged JavaScript and browser web tools to troubleshoot web-based issues that affect client integrations.

**The Emmes Company, LLC — Backend Web Programmer — Rockville, MD** *April 2022 – June 2023*

- Built monitoring and logging frameworks, improving cyber threat detection that reduced incident response times by 90%.

- Collaborated with engineering teams and supervisors to verify technical accuracy of content within documentation to ensure alignment with organizational compliance frameworks.
  - Implemented front-end event tracking and logging scripts using JavaScript to improve visibility into user experiences, interactions, and application performance.
  - Authored developer and administrator manuals to improve secure deployment pipelines and standardize cross-team practices.
  - Contributed to audit readiness through documentation aligned with NIST SP 800-53 control families, supporting the development of security plan artifacts.

Chanson Music Studios — Frontend Software Engineer — Chevy Chase, MD November 2020 – April 2022

- Authored platform security and authentication workflows documentation.
  - Implemented digital design enhancements and platform trust, resulting in a 50% increase of customer engagement.
  - Created and collaborated with stakeholders to standardize terminology to ensure clarity across customer facing documentation.

Shady Grove Orthopedics — IT Administrator — Rockville, MD

**May 2016 – March 2020**

- Utilized JavaScript-based UI features to reduce user experience and interface friction.
  - Used browser developer tools and Chrome DevTools to report network performance, front-end defects, and load behavior to maintain HIPPA compliance of patient data privacy and design responsiveness.
  - Facilitated ISO 270001 renewal through audit record management. Analyzed policy updates, reviews and document version control.

## EDUCATION

George Washington University — M.Eng. Cloud Computing Management, Current GPA: 3.95, Expected Graduation: August 2026

- Relevant Coursework: Cloud Application Architecture, Cloud and Big Data Management, Management of Information and System Security, Auditing, Monitoring, and Intrusion Detection for Information Security Managers, Program & Project Management

## PROFESSIONAL AFFILIATIONS

Nova Terps, University of Maryland Alumni Association, 2024-Present

- Participate in monthly networking events and community service activities.
  - Collaborate with alumni to support the University of Maryland community in Northern Virginia.