

Micah Ames

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Experience

CLOUD ENGINEER ACADEMY, REMOTE

Junior Cloud Support Engineer

February 2024 to Present

- Assisted over 50 cloud engineering students in troubleshooting and resolving technical issues, ensuring optimal learning outcomes.
- Created and maintained a knowledge base with documented solutions for future reference.
- Regularly tested and monitored cloud environments to ensure peak performance and security.
- Developed and deployed cloud-based projects using AWS services (EC2, S3, RDS, Lambda), gaining valuable hands-on experience.

GEEK SQUAD

Advanced Repair Agent

April 2022-Current

- Diagnosed and repaired consumer electronics and PCs with same-day turnaround, ensuring high accuracy and efficiency.
- Delivered exceptional customer service, effectively addressing concerns with clear communication.
- Conducted hardware and software installations, upgrades, and configurations.
- Shared technical knowledge and best practices with colleagues, fostering a collaborative environment.
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Projects

Bastion Host-CloudFormation Project

- Built a secure and highly available infrastructure using AWS CloudFormation, adhering to best practices and industry standards.
- Designed a VPC with two availability zones, configuring public and private subnets, and deployed a bastion host in a public subnet connected to an internet gateway for secure access.
- Managed SSH key pairs for strong authentication and secure communication, provisioning EC2 instances and RDS servers in private subnets to ensure data security.

Automated Incident Response with AWS and Terraform

- Utilized AWS services and Terraform to automate incident response, enhancing system reliability and efficiency.
- Established automated handling of anomalies, reducing downtime and manual intervention.
- Integrated AWS Lambda, CloudWatch, and SNS for seamless incident response workflows.

Multi-Region Deployment for High Availability using Terraform and AWS

- Designed and implemented a multi-region architecture to ensure high availability and disaster recovery.
- Automated the deployment of resources across multiple AWS regions using Terraform.
- Configured AWS services (Route 53, RDS, S3) for global distribution and failover, monitored performance and availability with CloudWatch.

Skills

AWS, Cloud Architecture, Python, Monitoring Tools, Linux, DevOps, Infrastructure as Code, Virtualization, Security Best Practices, Excellent Verbal Communication and Documentation, and strong problem-solving abilities.

Certification

Cloud Engineer Academy

- (Completed 12-week course)

CompTIA

- *CompTia security plus certified (active)*