

JOHNNY WHITAKER

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mratx.github.io

SUMMARY

- Support Engineer who loves to solve very challenging problems and always willing to dive into a tough case
- In any professional opportunity I highly value Teamwork, Transparency, and continuous Education

EDUCATION

University of Oregon Data Analytics Boot Camp

June 2020 – December 2020

27 weeks of academic study and group collaboration on coding and data analytics

The University of Oregon

September 2017 - June 2019

Bachelor of Science in Business Administration - Major in Business Analytics, Minor in Economics

PROFESSIONAL EXPERIENCE

Senior Solutions Support Engineer – Wiz

November 2024 – Present

Solutions Support Engineer – Wiz

January 2023 – November 2024

- Support Expert for Connectors and System Health Issues (SHIs), particularly for AWS & Azure
- Member of the inaugural Center of Excellence (COE) group to explore and execute product improvement opportunities for Wiz, particularly relating to onboarding experience and ease of troubleshooting
- Highly involved in product improvement, including weekly cadence calls with Product Managers, Field CTOs, Gov team, Solutions Architects, COE team, Support Experts team, and Support leadership
- Additional responsibilities: first responder for escalations channel; hosting daily office hours; training new hires for Support and CTO orgs; expert responder in three highly active ask channels; various ad hoc tasks

Cloud Support Engineer – Amazon Web Services

February 2021 – January 2023

- Provided customers with technical troubleshooting and infrastructure planning for Analytics services, as well as investigated and resolved issues with core connected services outside of the Analytics profile
- Highly experienced with the Analytics services AWS Elasticsearch/OpenSearch, Kinesis Data Streams, and Kinesis Firehose, as well as related core services such as IAM, VPC, EC2, and S3
- Served as an accredited Mentor, a Level 2 Support Operations Engineer, a Quality Champion, on-call engineer for the Premium Support Andon Program, and an internal trainer for AWS OpenSearch

SKILLS

- **Cloud Platforms** – strong experience with AWS and Azure; some experience with GCP, OCI, AliCloud
- **Wiz** – highly skilled with Wiz: deploying to a cloud environment; identifying and remediating connection errors; auditing for CSPM and DSPM coverage; exploring cloud entitlement relationships and issues; refining encryption permissions and access; troubleshooting any Wiz issue
- **Communication and Sentiment Management** – thoroughly experienced with recovering, improving, and sustaining customer sentiment for tough cases and long-running troubleshooting efforts
- **Time Management & Prioritization** – refined from the second-to-second pace of the restaurant industry; able to effectively triage issues of any urgency by identifying optimal actions and order of operations
- **Coding** – Adept with fundamentals including hands-on experience with Python, R, SQL, JavaScript, C#
- **Unity** – amateur Game Development hobbyist; learning some sprite art along the way