

# JOHNNY WHITAKER

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www.github.com/MrATX

## KEY QUALIFICATIONS

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- Efficiency oriented Support Engineer with 7+ years' experience as a workplace trainer
- Holistic business education encompassing Operations, Analytics, Logistics, Economics, and IT Systems

## EDUCATION

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### University of Oregon Data Analytics Boot Camp

June 2020 – December 2020

#### 27 weeks of academic study and group collaboration on:

- MySQL, MongoDB, ETL
- Machine Learning, NLP
- HTML, CSS, Bootstrap, D3.js
- Statistical Analysis & Data Visualization
  - Python, R, Tableau, Excel
- Web-scraping tools

### The University of Oregon

#### Bachelor of Science in Business Administration

September 2017 - June 2019

#### Major in Operations and Business Analytics, Minor in Economics

## PROFESSIONAL EXPERIENCE

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### Cloud Support Engineer – Amazon Web Services

February 2021 – Present

- Provide customers with technical troubleshooting and infrastructure planning for Analytics services, as well as investigate and resolve 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
- Serve 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

### Contract Talent Researcher – Pro Unlimited on contract at Nike

January 2020 – January 2021

- Within the Diversity & Inclusion Center of Excellence, conducted passive talent, and market research for all business functions focused on identifying diverse talent and informing talent acquisition outreach strategy
- Created new visual aid templates and Excel tools to help streamline the org's research and reporting process
- Acted as data administrator, generated pipeline specific intel reports, and created automation tools for a global talent acquisition project, involving over 100 employees and 8,000+ candidates

## RELEVANT SKILLS

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- **Coding Languages** – Adept at Excel VBA, Python, R, and SQL, for data analysis and visualization, simple guided machine learning, basic task automation, web-scraping, and basic database administration tasks
- **Core Languages** – Currently working on basic C# courses to learn about object-oriented programming
- **AWS Services** – Highly experienced navigating and troubleshooting AWS Elasticsearch/OpenSearch, Kinesis Data Streams, and Kinesis Firehose. Adept at troubleshooting IAM, VPC, EC2, and S3
- **App Development** – Have constructed several small applications utilizing Flask and Python for the engine, JavaScript, D3, HTML/CSS for web pages and simple API access, and MongoDB Compass for data storage
- **Microsoft Excel** – Highly proficient with data cleaning, analysis, visualization, and operations modeling. Intermediate experience with constructing macros to automate data entry and reporting tasks
- **Unity** – Working on tutorials for Unity game development engine which compliments the C# curriculum with a practical application and hands-on workflow tasks to learn the IDE and code dynamics