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Cloud Infrastructure & IT Operations Engineer | AWS Certified  
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### Professional Summary

**Cloud Infrastructure & IT Operations Engineer with 15+ years of experience supporting and stabilizing production environments across AWS and enterprise SaaS platforms. AWS Certified with hands-on responsibility for EC2 workloads, IAM governance, and DNS management via Route 53, combined with tenant-level administration of Microsoft 365 and Google Workspace.**

Strong background in incident response, access lifecycle management, RBAC enforcement, and operational documentation. Known for designing structured, secure systems that integrate reliably across cloud and SaaS environments.

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### Top Performance Areas

**Cloud Infrastructure (AWS EC2, IAM, Route 53, S3) | SaaS Tenant Administration (Microsoft 365, Google Workspace) | Identity & Access Governance (RBAC, IAM, Access Lifecycle) | Cloud Systems Integration & Automation | Production Incident Management & Root Cause Analysis | Networking & DNS Architecture | Security Controls & System Audits | Operational Documentation & Standardization**

### Certifications

**AWS Certified Solutions Architect – Associate  
AWS Certified Cloud Practitioner**

### Professional Experience

Client Operations Coordinator / Technical Account Manager | VOD Media Group | South Africa

*December 2023 – Present*

- Operate and support production AWS environments, ensuring EC2 workload stability, IAM governance, and DNS reliability.
- Act as the **final technical escalation point**, diagnosing and resolving complex system, network, and platform issues.
- Monitor system health, usage, and service performance to proactively identify risks, bottlenecks, and recurring issues.
- Maintain accurate technical documentation, system configurations, and change records to support reliable operations.
- Collaborate with engineering and product teams to implement fixes, platform improvements, and system updates.
- Liaise with engineering, product, and sales teams to ensure client requests are clearly communicated and resolved.
- Support reporting, documentation, and process improvements to enhance client experience and operational efficiency.
- Conduct regular system and access audits, maintaining documentation and reporting to ensure platform accuracy, compliance, and operational efficiency.
- Perform IAM access reviews and enforce least-privilege access controls across AWS environments.

Head of IT Operations (Contract / Fractional)  
**TechRescue, Inc.** | Remote | Oct 2025 – Present

- Lead SaaS governance and identity management strategy for a U.S.-based technology services business. Administer Microsoft 365 and Google Workspace tenants, managing RBAC, MFA enforcement, and access lifecycle controls.  
Design and implement standardized onboarding/offboarding workflows to ensure secure identity provisioning and deprovisioning.  
Conduct periodic access audits to validate role assignments and reduce privilege risk exposure.  
Develop structured technical SOPs to standardize operational support delivery within a distributed BPO environment.  
Provide executive-level advisory on SaaS security posture, tenant configuration, and operational risk mitigation.

Client Support & Operations Consultant | **BroadVision Technologies | Solutions | Enterprises** | South Africa  
**January 2022 – December 2023**

- Supported and troubleshoot client systems and application environments, identifying root causes of technical and operational issues.
- Conducted system, process, and configuration audits to identify gaps, inefficiencies, and stability risks.
- Assisted with implementation, optimization, and support of software solutions within existing infrastructure environments.
- Supported onboarding and adoption phases by ensuring systems were correctly configured, tested, and documented.
- Maintained structured technical documentation and system records to support long-term platform stability.
- Performed task coordination, internal follow-ups, and reporting to support smooth project delivery. Provided structured client support during implementation and adoption phases.

Network Engineer / Client Support | **Mitakyo ICT Solutions (Pty) Ltd** | Gauteng, South Africa

**March 2021 – December 2021**

Supported business client environments through **system monitoring, access management, and incident resolution**.  
Troubleshoot network, server, and user access issues across Windows-based environments.  
Assisted with infrastructure and access audits to ensure accuracy and compliance.  
Coordinated and implemented system changes to minimize downtime and client impact.

**Network Engineer / Client Support Coordinator Dial a Nerd** | Johannesburg Area, South Africa  
**March 2016 – March 2021**

- Delivered ongoing **technical support for multiple business environments** using structured ticketing workflows.
- Administered Windows Server environments, Active Directory, Group Policy, and Office 365 platforms.
- Diagnosed and resolved network, server, backup, and user access issues across diverse client infrastructures.
- Maintained detailed documentation of systems, configurations, and recurring issues to improve resolution times.

**Key Account Manager Dial a Nerd** | Johannesburg Area, South Africa  
**March 2015 – February 2016**

- Acted as the technical liaison for assigned accounts, ensuring issues were accurately scoped and resolved by engineering teams.
- Coordinated internal delivery to ensure technical commitments were met.

**IT Systems Engineer / Client Support Lead** | **Gentron Outsourced Services / St Andrews School for Girls** | Johannesburg

**July 2013 – February 2015**

- Supported and maintained server, network, and end-user environments in an education setting.
- Managed Active Directory, Group Policy, backups, and virtualized systems.
- Coordinated incident resolution across staff, vendors, and technical teams.
- Maintained detailed system, asset, and access documentation.