

Christopher Maarschalkerweerd

Remote Cloud Infrastructure & IT Operations Engineer | AWS Certified

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Professional Summary

A results-driven and AWS-certified Cloud Infrastructure and IT Operations Engineer with over 15 years of experience in designing, securing, and stabilizing production environments across AWS and enterprise SaaS platforms. Proven expertise in remote and fractional roles, delivering robust solutions for US-based and international clients. Adept at leveraging automation, Infrastructure as Code (IaC), and security best practices to build and manage scalable, cost-effective, and resilient cloud infrastructure. A strong background in incident response, access governance, and operational excellence, with a focus on enabling business continuity and driving cloud adoption.

Top Performance Areas

- **Cloud Infrastructure & Automation:** AWS (EC2, IAM, Route 53, S3), Terraform, Ansible, Python, Bash
- **SaaS & Identity Governance:** Microsoft 365, Google Workspace, IAM, RBAC, Access Lifecycle Management
- **Operations & Security:** Production Incident Management, Root Cause Analysis, Security Controls & Audits, Disaster Recovery
- **Networking & DNS:** DNS Architecture, Network Troubleshooting, Cloud Systems Integration
- **Remote Collaboration & Communication:** Asynchronous Communication, Stakeholder Management, Technical Documentation

Certifications

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

Professional Experience

Head of IT Operations (Contract / Fractional)

TechRescue, Inc. | Remote | Oct 2025 – Present

- Led SaaS governance and identity management strategy for a U.S.-based technology services business, operating fully remotely.
- Administered Microsoft 365 and Google Workspace tenants, managing RBAC, MFA enforcement, and access lifecycle controls.
- Designed and implemented standardized onboarding/offboarding workflows to ensure secure identity provisioning and de-provisioning.
- Conducted periodic access audits to validate role assignments and reduce privilege risk exposure.
- Developed structured technical SOPs to standardize operational support delivery within a distributed BPO environment.

Client Operations Coordinator / Technical Account Manager

VOD Media Group | South Africa | December 2023 – Present

- Operated and supported production AWS environments, ensuring EC2 workload stability, IAM governance, and DNS reliability.
- Acted as the final technical escalation point, diagnosing and resolving complex system, network, and platform issues.
- Monitored system health, usage, and service performance to proactively identify risks, bottlenecks, and recurring issues.
- Maintained accurate technical documentation, system configurations, and change records to support reliable operations.

- Collaborated with engineering and product teams to implement fixes, platform improvements, and system updates.
- Performed IAM access reviews and enforced least-privilege access controls across AWS environments.

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.

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.

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.

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.

Education

(Self-study and continuous professional development in cloud technologies, automation, and security)