Omar Faris

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EDUCATION

The University of Texas at Dallas   August 2023
Bachelor of Science, Software Engineering   **GPA 3.56**

PROFESSIONAL EXPERIENCE

Amazon Web Services, Seattle, WA   March 2024 - Ongoing
Cloud Support Associate
- Solved customer cases through a variety of contact channels while applying tailored solutions that deep dive into the root cause analysis of the issue
- Gained technical knowledge in the Developer and Mobile Services (DMS) profile including but not limited to: Connect, Pinpoint, SNS, SQS, and Amplify

University of Texas at Dallas, Richardson, TX   August 2022 - May 2023
Peer Advisor
- Served as the primary point of leadership within the residential building
- Maintained frequent communication with supervisors, coworkers, and residents to foster a supportive living environment

Texas Instruments, Dallas, TX   January 2021 - January 2022
Manufacturing Specialist
- Completed training and certifications for specialized manufacturing equipment
- Collaborated with cross-functional teams to ensure a smooth production process

PROJECT EXPERIENCE

CI-CD Pipeline w/ Terraform   October 2023
- Used to automate the process of deploying infrastructure, leading to consistency, less mistakes, and a shortened Mean Time To Resolution (MTTR)

LEADERSHIP EXPERIENCE

Institute of Electrical and Electronics Engineers, UTD
Director of Public Relations
- Lead the planning, marketing, and execution of workshop and networking events
- Collaborated closely with company sponsors that reached out to conceptualize and organize events

ADDITIONAL INFORMATION

Certifications
- AWS Solutions Architect - Associate   October 2023
- AWS Cloud Practitioner   October 2023

Programming Languages
- Python, Java

Relevant Coursework
- Data Structures, Computer Architecture, Assembly Language