

VENA HOWELL

8098 VonRueden Fort, Dallas, TX+1 (555) 340 9596

WORK EXPERIENCE

SENIOR CLOUD SUPPORT ENGINEER

01/2016 - PRESENT

Dallas, TX

- Day-to-day customer care and administration of cloud services
- Resolve client incidents and requests in a timely and professional manner via effective investigation, triage and resolution of support requests
- Provide advanced front-line technical engineering support and high quality solutions to customer issues
- Provide advice and information to customers and colleagues regarding DS cloud offerings and best practices
- Work within a global support team covering 24x7x365 cloud operations - effectively managing handoff from shift-to-shift for cloud support issues
- Respond to escalated customer service issues within the defined process with a high level of reactivity
- Own the customer satisfaction regarding the execution of the end-to-end support process
- Ensure complete data accuracy in managing customer requests

CLOUD SUPPORT ENGINEER

05/2013 - 11/2015

New York, NY

- Assess customer issues and identify root cause
- Professional experience,
- Solid grasp of enterprise system administration concepts in Cloud environment,
- Deep knowledge of SQL and Postgres high availability computing operations in enterprise class computing environments,
- Linux, Unix, Server operations and troubleshooting,
- Hands-on understanding of PaaS and SaaS Cloud computing models,
- Experience with cloud technologies, such as AWS,
- Analytical/Problem solving ability – ability to quickly evaluate customer incidents and/or requests,
- Clear and concise written and verbal communications skills (in Polish and English)

SAP CLOUD SUPPORT ENGINEER DIPLOMA STUDENT

06/2008 - 03/2013

Los Angeles, CA

- Participate in customer call on demand, to convey technical expertise, communicate solutions and build rapport with customers Initiate proactive support inquiries to help customers avoid known risks
- Establish thorough understanding of customer objectives and provide perspective to all stakeholders
- Produce written best practices and capitalize on lessons learned Invest in continuous learning via ongoing training and development of professional skill set
- Professional experience in related capacity such as Cloud/Network administration, product support, development or troubleshooting
- Strong working knowledge of public cloud services including AWS, Azure or GCP
- Hands-on experience of Linux system administration
- Effective oral and written communication skills, including poise in pressure situations
- Strong analytical and problem solving skills that deliver effective solutions

EDUCATION

WHEELING JESUIT UNIVERSITY

2003 - 2008

Bachelor's Degree in Information Science

PROFESSIONAL SKILLS

- Problem solving and root cause identification skills. Possess strong analytical and trouble shooting skills
- Excellent troubleshooting skills with customer service experience / strong customer focus
- Strong analysis and troubleshooting skills and experience
- Able to work effectively at all levels in an organization. Excellent active listening skills
- Excellent customer service skills & strongly motivated to help customers
- Strong multi-tasking skills Comfortable in an ambiguous, ever changing environment
- Excellent presentation, interpersonal, written, and oral communication skills (including technical writing)

CREATE A CLOUD SUPPORT ENGINEER RESUME

How to write Cloud Support Engineer Resume

Cloud Support Engineer role is responsible for linux, customer, windows, troubleshooting, database, engineering, events, java, languages, english. To write great resume for cloud support engineer job, your resume must include:

- Your contact information
- Work experience
- Education
- Skill listing

Contact Information For Cloud Support Engineer Resume

The section contact information is important in your cloud support engineer resume. The recruiter has to be able to contact you ASAP if they like to offer you the job. This is why you need to provide your:

- First and last name
- Email
- Telephone number

Work Experience in Your Cloud Support Engineer Resume

The section work experience is an essential part of your cloud support engineer resume. It's the one thing the recruiter really cares about and pays the most attention to. This section, however, is not just a list of your previous cloud support engineer responsibilities. It's meant to present you as a wholesome candidate by showcasing your relevant accomplishments and should be tailored specifically to the particular cloud support engineer position you're applying to. The work experience section should be the detailed summary of your latest 3 or 4 positions.

Representative Cloud Support Engineer resume experience can include:

- Demonstrate superb customer service skills being sensitive to customer concerns whilst managing the interaction in a confident manner

- Strong customer support and client relation skills
- Strong Linux/Unix system administrator skills
- Strong Linux system administrator skills
- Strong OS System Administrator skills, Linux or Windows
- Strong skills PostgreSQL DB Engine

Education on a Cloud Support Engineer Resume

Make sure to make education a priority on your cloud support engineer resume. If you've been working for a few years and have a few solid positions to show, put your education after your cloud support engineer experience. For example, if you have a Ph.D in Neuroscience and a Master's in the same sphere, just list your Ph.D. Besides the doctorate, Master's degrees go next, followed by Bachelor's and finally, Associate's degree.

Additional details to include:

- School you graduated from
- Major/ minor
- Year of graduation
- Location of school

These are the four additional pieces of information you should mention when listing your education on your resume.

Professional Skills in Cloud Support Engineer Resume

When listing skills on your cloud support engineer resume, remember always to be honest about your level of ability. Include the Skills section after experience.

Present the most important skills in your resume, there's a list of typical cloud support engineer skills:

- Excellent time management, particularly the ability to effectively prioritize and execute tasks
- Strong Hadoop troubleshooting skills
- Strong DBA skills in one or more of the following: Oracle, MySQL, Microsoft SQL Server, MariaDB, PostgreSQL, AWS Aurora, AWS Redshift
- Strong Unix/Linux scripting skills
- Strong skills in one or more of following database engines
- Strong interpersonal, written and oral communication skills including the ability to confidently present proposals

List of Typical Experience For a Cloud Support Engineer Resume

1 Experience For Senior Cloud Support Engineer Resume

Linux or Windows system administrator skills and experience

Prior working experience with AWS - any or all of EC2, S3, EBS, ELB, RDS, DMS, Redshift, Aurora

Prior working experience with AWS - any or all of EC2, S3, EBS, ELB, Redshift, RDS, Dynamo DB, EMR

Proficient in Linux/Unix system administration skills

Quickly learn new technical skills, product features and adapt to an agile ecosystem

Undertake to develop and maintain technical skills in selected products

Experience of creating/maintaining application monitoring services

Experience with supporting/troubleshooting web applications running on IIS with SSL certificates

2 Experience For Associate Cloud Support Engineer Resume

Experience troubleshooting complex issues using problem determination best practices

Experience of deploying and managing applications on a public cloud provider such as Windows Azure or Amazon Web Services

Experience of managing and troubleshooting Microsoft SQL Server

Experience of configuring services relating to SSO

Experience deploying, managing on Azure, EC2, Hyper-V or VMWare

Experience with server monitoring/APM tools for predictive analysis and troubleshooting

Experience with the following web technologies: XML, SAML, SPML/SOAP, Web and Application Servers, HTML

Experience with some of the following web technologies: XML, SAML, SPML/SOAP, Web and Application Servers, HTML, REST API, JSON

3 Experience For Cloud Support Engineer for Hana Cloud Platform Resume

Experience configuring both Windows and Unix (Linux, Sun, HP, AIX) OS platforms

Strong understanding of web platforms (load balancers, web servers, data servers)

Experience in scripting (Shell, Python, Ruby, Perl, etc)

Experience in networking

Experience with two or more of the following: IIS, Exchange, Active Directory, SharePoint, Group Policy

Experience working in virtual cloud based environment or cloud-security technologies and cloud-permission systems

Experience in deploying applications on AWS

Experience with web delivered software using AngularJS, Bootstrap

4 Experience For Big Data Cloud Support Engineer Resume

Experience scripting (i.e. bash, Python, PowerShell etc.) would be an added advantage

Strong knowledge and understanding of complex network environments

Bachelors or MS in Computer Science, Engineering, Mathematics or Physical Sciences or equivalent experience

Experienced with linux/Windows system monitoring and analysis

Good understanding on DNS, TCP/IP protocols

Experience in these areas: Systems administration in Linux/Unix (Ubuntu, CentOS, RedHat, Solaris, etc.) Networking (DNS, TCP/IP)

Experience in a technical position. (We are hiring at multiple levels)

Experience with Network Essentials - understanding of the various layers, TCP/IP, and / or DNS, Customer service experience, servicing customers IT needs

5 Experience For Dms-cse-cloud Support Engineer Resume

Experience in one of the following database engines

Experience Troubleshooting the full application stacks from the OS up through custom applications

Demonstrated proficiency in systems administration (Linux/Windows), network administration (DNS, IPsec, BGP, VPN, Load Balancing

Strong working knowledge of AWS services (Cloud Formation, Cloud Watch, etc). AWS certification is highly desirable

Strong working knowledge of AWS services such as: Cloud Formation, ALB, VPC, Lambda, Cloud Watch (AWS certification is highly desirable),

Experience of structured fault-finding in a technical environment

6 Experience For Cloud Support Engineer Windows Resume

Experience working in a Cloud services team

Experience working directly with customers

Experience of using Microsoft DSC

Provide a Customer-First experience while utilizing phones and email to manage tickets

Experience with AWS scripting and automation

7 Experience For SAP Cloud Support Engineer Diploma Student Resume

Experience with monitoring and configurations

Hands on support engineering or system admin experience on Linux or Unix systems

Experience in a technical position. (We are hiring at multiple levels)

2 to 4 of experience in a technical position. (We are hiring at multiple levels)

Experience supporting systems infrastructure such as DHCP, DNS, NTP, LDAP, and related services

Experience scripting in Unix shell, PERL, python, GO, or ruby

8 Experience For Database Cloud Support Engineer Resume

Previous experience supporting production solutions

Experience with supporting CMS

Proactively identify optimization and performance tuning improvements and leverage change management processes to test, validate and implement solutions,

Support experience

Experience with SSO platforms: ADFS, Shibboleth, PingFederate,

Leverage your customer support experience to provide feedback to internal AWS teams on how to improve our services

Experience with SaaS development and deployment on AWS

9 Experience For French Citrix Cloud Support Engineer Resume

Relevant work experience in Enterprise Systems administration - Windows Server

A very strong customer focus

Demonstrated proficiency in Big Data and Database technologies (Hadoop, Map-Reduce, Hive, HBASE, Spark, NoSQL, Cassandra etc.)

Experience in technical position

Relevant experience -or-

Experience in technical positions

Demonstrated proficiency in Systems Administration of Microsoft Windows Server and associated technologies (Exchange, Active Directory, IIS etc.)

Experience in a relevant technical position

Exceptional customer focus / Customer service experience

10 Experience For Citrix Cloud Support Engineer Resume

Experience in either technical support or software development

Experience with AWS Cloud Services and support as a Subject Matter Expert

Experience in one or more automation languages (PowerShell, Python, C#, OpenSource)

Experience in systems, Software Defined Storage (SDS) or Content Delivery Network (CDN) administration

Broad knowledge and experience with ITIL v3 and Service Management concepts - primarily Change, Incident and Event management

5+years of relevant experience in a technical position

Experience in Windows Server administration and related services (Active Directory, DNS, IIS, MSSQL)

Experience in Database Administration (Oracle, SQL, MySQL)

Experience in a technical position (Support or System Administration)

List of Typical Skills For a Cloud Support Engineer Resume

1 Skills For Senior Cloud Support Engineer Resume

Strong UNIX, Linux and Databases skills

Excellent interpersonal and communication skills: face-to-face, telephone and written

Proven skills on configuration tools like chef, puppet

Troubleshooting skills across full-stack including application, database and cloud infrastructure

Solid networking experience and troubleshooting (TCP/IP, DNS, routing, switching, firewalls, LAN/WAN)

- Strong multi-tasking skill

- Prior working experience with AWS - any or all of EC2, S3, EBS, ELB, RDS, Dynamo DB, EMR

Prior working experience with AWS - any or all of EC2, S3, EBS, ELB, RDS

Solid experience with Unix/Linux Operating Systems

2 Skills For Associate Cloud Support Engineer Resume

Effectively communicate with customers and partners via phone, chat and case regarding technical issues

- Customer service experience / strong customer focus

Demonstrate excellent diplomacy, negotiation and collaboration abilities

Sound language skills in English

Basic Linux system administrator skills

Experience in Web security and compliance experience (e.g., Firewalls, IDS/IPS systems, DDOS prevention and PCI, HIPAA, FIPS, etc.)

Prior working experience with AWS - any or all of EC2, S3, EBS, RDS, DynamoDB, EMR

3 Skills For Cloud Support Engineer for Hana Cloud Platform Resume

Acquire skills and develop quickly is essential

Be a team player, able to work effectively both within a team and individually as necessary

Understanding and experience of TCP/IP, routing, switching and related protocols

Understanding and practical experience with IaaS categories of Cloud computing

Operating System and Infrastructure experience with Linux, Windows 7, Unix, and RedHat

Understanding and experience of network environments and topologies

Troubleshooting and support experience

Troubleshooting / Support experience in a lead/senior role

4 Skills For Big Data Cloud Support Engineer Resume

Experience in networking and troubleshooting (TCP/IP, DNS, routing, switching, firewalls, LAN/WAN)

- Experienced setting up monitoring / alarming for production DB environments
- Good exposure on debugging issues related to product configuration, understanding the log files, profiling the system, etc
- Experienced setting up monitoring/alarming for production
- Good understanding of distributed computing environments

5 Skills For Dms-cse-cloud Support Engineer Resume

Strong understanding of distributed computing environments

Some programming / scripting experience (Bash, Java, Perl, Ruby, Python)

- Experience developing against and working with REST API based services

Experience in programming/scripting

Some programming / scripting experience (PowerShell, Java, Perl, Ruby, Python)

Good understanding of distributed computing environments and methodologies

Experience with programming / scripting (VB, PowerShell)

Experience in Networking (DNS, IPsec, BGP, VPN, Load Balancing)

Experience configuring and troubleshooting hardware VPN devices such as Cisco, Juniper, SonicWall, Fortinet, Checkpoint, Palo Alto and Yamaha

6 Skills For Cloud Support Engineer Windows Resume

Self-driven passion to improving customer experiences and working with technology

Experience with object oriented programming and/or scripting. We use Java and Python

Experience with object-oriented programming and/or scripting. We use Java and Python

Website troubleshooting & coding experience: IIS, Azure Web Apps, PHP, Apache, Tomcat, WordPress, etc

Experience implementing and supporting secure (SSL) web application systems/servers

Good understanding of Windows Desktop/Server and networking/WEB protocols (such as TCP/IP/HTTPS/DNS)

Experience managing and working with systems deployed on AWS infrastructure

Experience with threat modeling, especially for web application and web APIs Open to working 1 weekend day as part of an offset 5-day week (Sun-Thu or Tue-Sat)

Communicate with internal teams including operations, IS services and Client Training teams to ensure effective delivery of projects

7 Skills For SAP Cloud Support Engineer Diploma Student Resume

- Experienced with linux system monitoring and analysis
 - Experience with query analyzers and query tuning / slow query optimization etc
 - Experience managing full application stacks from the OS up through custom applications
- Good understanding of RDBMS SQL queries, Core Java, JavaScript, XML, JSON

Experience with or exposure to large deployments in a telecommunications environment as well as dealing with customer issues under time pressure
Effective communicator at all levels of the organization and outside with third parties or dealing with customer issuer under time pressure

8 Skills For Database Cloud Support Engineer Resume

Experience with CI / CD using JIRA, Jenkins, and Ansible
Upport engineering or system admin experience on Linux or Unix systems
Experience in managing full application stacks from the OS up through custom applications
Demonstrated proficiency in network administration (IPSec, DNS, BGP, Load Balancing)
Experience in a technical position. (We are hiring at multiple levels)
Demonstrable Knowledge & experience in various Big Data or distributed systems. Such as Hadoop, NoSQL, Search and Streaming
Experience in these areas: Systems administration in Linux/Unix (Ubuntu, CentOS, RedHat, Solaris, etc.) Networking (DNS, TCP/IP)
Experience in Networking (DNS, TCP/IP)

9 Skills For French Citrix Cloud Support Engineer Resume

Experience with Windows troubleshooting tools (WinDbg,
Experience working in a 7 x 24 x 365 environment
Experience with web tools, system monitoring tools or Remedy
Experience with NetCool, BMC Performance Cener or ISM monitoring tools
Expert in one or more of following DB Engines with relative 4+yrs experience
Experience managing full application stacks from the OS up to custom applications

10 Skills For Citrix Cloud Support Engineer Resume

Experience in Cloud/Distributed computing technology
Experience of managing Microsoft Active Directory
Experience of scripting/automation languages such as PowerShell
Solid understanding of security best practice
Experience with Linux Application level troubleshooting
Expert in one or more of following DB Engines with relative 9+yrs experience

List of Typical Responsibilities For a Cloud Support Engineer Resume

1 Responsibilities For Senior Cloud Support Engineer Resume

Solid experience with Amazon Web Services technologies and concepts (e.g. EC2, S3, VPC etc)

Validate business unit funding for requests

Experience using tools to analyze customer issues to help diagnose delivery and performance issues

Experience with the following technologies/systems: Chef, Docker, Active Directory, SAML, SSL, OpenVPN

Experience troubleshooting file system, block and object storage

2 Responsibilities For Associate Cloud Support Engineer Resume

Experience troubleshooting file system, block, and object storage

Apply an engineering mindset to eliminate top issues impacting customer experience across large and strategic sets of customers

Set up AWS accounts and Azure subscriptions in alignment with the Organization's good practices

Strong knowledge of AWS architecture: EC2, Lambda, S3, DynamoDB, cloudFormation, Route53, CodePipeline, cloudwatch etc...

Experience in a technical role

Relevant experience -or-

Experience with web-based services and applications, Apache, Tomcat etc

Experience in big data/hadoop

Greater than 5 years of industry experience

3 Responsibilities For Cloud Support Engineer for Hana Cloud Platform Resume

Experience with large distributed IT systems

Experience in a technical position

Expert in Postgre SQL DB Engine with relative 9+yrs experience

Experience in Database Knowledge (MySQL, PostgreSQL, Oracle)

Expert in PostgreSQL DB Engine with relative 4+yrs experience

Experience in systems, Software Defined Storage (SDS) or Content Delivery Network (CDN) administration

4 Responsibilities For Big Data Cloud Support Engineer Resume

Experience in a technical role

Experience with NoSQL technologies like DynamoDB, Redis, MongoDB, Cassandra or Riak

Experience in network/system administration

Or relevant years of experience in a technical position

Relevant years of experience in a technical position
Experience with containers (Docker) and container orchestration,

5 Responsibilities For Dms-cse-cloud Support Engineer Resume

Experience in cloud systems support in a Medium to Large environment
Experience with OpenStack, KVM, Containerized services (Docker, LXC, etc)
Technical support experience OR 5+ years sysadmin employment history in a cloud environment
Good knowledge of storage protocols: iSCSI, NFS, CIFS, SMB
Experience with VMWare vSphere and NSX
Virtualization support and architectural experience

6 Responsibilities For Cloud Support Engineer Windows Resume

Expert level experience in one or more of these specialized areas
Experience and knowledge of Cloud services such as Azure, AWS etc would be a distinct advantage
Previous experience in busy technical support departments
Work experience in Customer Support or Technical Support team
Experience in Atlassian products
Experience in SaaS apps and/or platform
Experience with the ITIL framework, it's methodologies and concepts would be a definite asset

7 Responsibilities For SAP Cloud Support Engineer Diploma Student Resume

Leverage your extensive customer support experience to provide feedback to
Experience with change & configuration management tools
Support the SITA Global Services (SGS) Organization which operates on a 24x7x365 basis
Experience in hands-on production administration of large system environment
Relevant experience in Cloud Infrastructure support and Development
Experience working directly with customers
Troubleshooting complex problems and resolving operational issues, working closely with colleagues in a variety of disciplines

8 Responsibilities For Database Cloud Support Engineer Resume

Provisioning, storage concepts, operating systems, Web servers, Web hosting control panels, system administration
Understanding on IPsec, VPN, Load Balancing, Iperf, MTR, Routing Protocols, SSH, Network

Networking (DNS, TCP/IP) OR Routing and Switching

Working knowledge of all NSC monitoring tools

Implementing application hosting solutions within private and public clouds

Providing extraordinary customer service and technical support to Splunk clients and maintaining customer relationships

Networking (Fluent in DNS, DHCP, TCP/UDP, IP addressing)

9 Responsibilities For French Citrix Cloud Support Engineer Resume

Working knowledge of Cassandra and Hazelcast cluster management and troubleshooting,

Managing Kernel Parameters, Partitioning and File systems

Understanding of provisioning platforms (e.g. open stack, Cloudify, SaltStack, Rundeck, etc.)

Working knowledge of Microsoft .NET, Python or other programming languages

Working in a friendly atmosphere in an international environment with flexible working hours - in a very hi-tech new office with chillout and games rooms!

Understanding of networking principles and ability to troubleshoot (DNS, TCP/IP, HTTP)

Understanding of Virtualization and/or cloud computing

Understanding of IP Networking/CIDR blocks etc. within AWS VPC

10 Responsibilities For Citrix Cloud Support Engineer Resume

Automating security updates, daily backups and data loads

Monitoring system stability and performance

Monitoring processes uptime, performance, and security

Networking (IP address, Mac address, Layer 1 VS Layer 2, VPN, Subnet, NAT, Firewall Fortigate / Edge Gateway)

Understanding of Software Defined Storage (SDS) and Content Delivery Networks

Being a Global Service, there is the requirement to work irregular hours, due to the nature of our service, support and project work

Feeling the power of social spirit – we support many team and sports initiatives

Understanding of Cloud services