

Jacky Fan

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Senior Cloud Engineer

Versatile, reliable, and efficient IT professional with profound experience supporting complex systems and infrastructure in high-paced environments with strong analytical and advanced troubleshooting skills

Proven and extensive experience in cloud architecture design, implementation, platform upgrade, system migration, DevOps, and automation. Leveraged technical expertise in multiple public cloud platforms, open-source systems configuration, and administration driving resolution of complex critical problems and supporting improvement needs for customers. Strong practical technical systems administration skills with vast certifications in a variety of platforms and tools.

*Customer obsession • Attention to detail • Analytical capabilities • Excellent communication
Architecture designs and migrations • Automation & scripting • Managing complex applications on Cloud*

TECHNICAL SKILLS

Cloud Platforms	Amazon Web Services, Control Tower Landing Zone, AWS Organizations, Microsoft Azure, Azure AD, Azure Lighthouse, Microsoft 365
IaC & DevOps & Automation	Terraform, AWS CloudFormation & CDK, Azure ARM, CI/CD pipelines, AWS Code Suites, Azure DevOps, Github actions, bash, powershell, git, aws, azure cli, etc.
Container & Serverless & Virtualization	Kubernetes, Docker, EKS, ECS, Fargate, Lambda, SNS, SQS; AKS, Azure HCI, VMware ESXi, Hyper-V, VDI, Nutanix
Networking & Security	VPC, Route 53, CDN, WAF, SG, NACLs, Azure Sentinel, Azure/Microsoft 365 ATP
Database & Data transformation, store	Amazon RDS, Aurora, DynamoDB, S3, Azure data factory, Azure SQL DB, Cosmos DB, Blob storage, etc.
Monitoring & Logging & Backup DR	Grafana, Prometheus, New Relic, Veeam, Azure Backup, Azure Site Recovery.

PROFESSIONAL EXPERIENCE

Sr Cloud Engineer (Feb 2022 - present)

Amazon Web Services
Auckland, New Zealand

Responsible for solving enterprise customers' cases through a variety of contact channels. Applying advanced troubleshooting techniques to provide tailored solutions. Drive customer interactions by working with customers to dive deep into the root cause of complex issues. Coach/mentor new hires and develop & deliver global and regional training. Participate in new hiring and interviewing and writing tools/scripts to help the team. Process improvement and strategic initiatives to ensure better customer experience and compliance with global AWS standards, practices, and policies.

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Cloud Engineer (Aug 2020 - Feb 2022)

EMRGE, a cloud division of Kordia Ltd.
Auckland, New Zealand

Design, plan, migrate, and deploy enterprise-scale, complex, secure cloud infrastructure solutions across multiple public cloud platforms, and ensure all cloud services are developed in a reliable and secure manner that meets customers' needs. Analyze business-critical infrastructure, applications, securities, and governance requirements. Provide and implement cloud best practices, cloud-native security advice, and recommendations. Design, implement, and optimize organizations' CI/CD processes and pipelines.

System Engineer (Jun 2018 - Aug 2020)

Kordia Ltd., Auckland, New Zealand

Implemented and managed enterprise infrastructure e.g. all aspects of Cloud & Hybrid environments and virtualization platforms. Identified and implemented automation, simplification, and migration to the Cloud. Developed and optimized automation scripts and templates, assisted in infrastructure provisioning, monitoring, and system patching. Provided and delivered IT solutions continued service improvement. Participated in enterprise infrastructure projects, engaged with internal and external stakeholders, communicated and delivered project requirements within the agreed timeframe and acceptance criteria with Agile methodology. Acted as an escalation point and the go-to person within the team.

Freelance Cloud Consultant (Jan 2017 - Jun 2018)

Private Clients, Auckland and Shanghai

Planned, designed, implemented and maintained private clients' IT infrastructure, which involved planning and implementing all aspects of the systems, including preparation of system design documentation, solutions, implementations, migration, automation, and security.

IT Specialist (Mar 2015 - Jan 2017)

BL Global Markets Ltd., Auckland, New Zealand

Designed and implemented company infrastructure and virtualized systems. Upgraded and migrated servers to the Cloud. Planned and monitored projects and ensured projects were completed in a timely manner. Configured firewalls, routers, and switches and performed network diagnosis and troubleshooting, conducted system backups and restorations. Developed and maintained system documentation.

ICT Support Engineer (Apr 2011 - Mar 2015)

Hantec (NZ) Company Ltd., Auckland, New Zealand

Deployed and managed Windows servers, Linux instances, Exchange Servers, administered active directory, and Exchange users. Troubleshoot and resolve system platform issues and perform routine backups. Participated in designing/drafting BCP plans, and conducted testings. Monitored servers' performance and provided efficient and professional support to staff and customers.

EDUCATION

Postgraduate Diploma in Computer and Information Sciences (2010)

Auckland University of Technology

Bachelor of Science (Honors) (2008)

Macau University of Science and Technology

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PROFESSIONAL CERTIFICATES

AWS CodeSuite - Subject Matter Expert (2024)

AWS CloudFormation - Subject Matter Expert (2023)

AWS Certified DevOps Engineer - Professional (2023)

Microsoft® Certified Azure DevOps Engineer Expert (2021)

Microsoft® Certified Azure Administrator Associate (2021)

AWS Certified Solutions Architect - Associate (2020)

Microsoft® Certified Azure Solutions Architect Expert (2020)

Microsoft® 365 Certified: Security Administrator Associate (2020)

VMware® Certified Professional (VCP) - Data Center Virtualization (2020)

Microsoft® Certified Solutions Expert (MCSE) - Cloud Platform and Infrastructure (2018)

Microsoft® Certified Solutions Associate (MCSA) - Windows Server 2012 (2018)

PROFESSIONAL TRAINING

AZ400: Azure DevOps Engineer - auldhouse (2021)

AWSA: Architecting on AWS - auldhouse (2020)

Microsoft 365 Security Administrator - auldhouse (2020)

VMware vSphere: Install, Configure, Manage (V6.7) - auldhouse (2019)

Administering Linux on Azure - Linux Foundation (2018)

REFEREE

Available upon request