

# Jacky Fan

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## Sr 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 various platforms and tools.

*Customer obsession • Attention to detail • Think Big • Dive Deep • Excellent communication  
Architecture designs and migrations • Automation & scripting • Managing complex infra & app on Clouds*

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### TECHNICAL SKILLS

<b>Cloud Platforms</b>	Amazon Web Services, Control Tower   Landing Zone, AFT, LZA, AWS Organizations, Microsoft Azure, Azure AD, Azure Lighthouse, Microsoft 365
<b>IaC &amp; DevOps &amp; Automation</b>	Terraform, CloudFormation, CDK, Ansible, CI/CD pipelines, AWS CodeSuite, Azure DevOps, GitHub actions, python, typescript, bash, PowerShell, git, aws/az cli, etc.
<b>Container &amp; Serverless &amp; Virtualization</b>	Kubernetes, Docker, AKS/EKS, ACS/ECS, Fargate, Lambda, SNS, SQS, Azure Functions, Azure HCI, VMware ESXi, Hyper-V, VDI, Nutanix
<b>Networking &amp; Security</b>	VPC, Route 53, CDN, WAF, SG, NACLs, L4/L7 Load Balancer, Azure Sentinel, Azure/Microsoft 365 ATP
<b>Database &amp; Data transformation, store</b>	Amazon RDS, Aurora, DynamoDB, S3, Azure data factory, Azure SQL DB, Cosmos DB, Blob storage, etc.
<b>Monitoring &amp; Logging &amp; Backup DR</b>	CloudWatch, Grafana, Prometheus, New Relic, Veeam, Azure Backup, Azure Site Recovery.

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### PROFESSIONAL EXPERIENCE

#### Cloud Engineer (Containers) (Feb 2022 - present)

Amazon Web Services  
Auckland, New Zealand

Responsible for solving enterprise customers' cases through various contact channels and 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/boot camps. Participate in new hiring, interviewing, and writing automation 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 reliably and securely to meet 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, and assisted in infrastructure provisioning, monitoring, and system patching. Provided and delivered IT solutions and 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 promptly. 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.

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## **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)

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## PROFESSIONAL TRAINING

**Kubernetes Fundamentals (LFS258) - Linux Foundation** (2023)

**AZ400: Azure DevOps Engineer** - auldhouse (2021)

**AWSA: Architecting on AWS** - auldhouse (2020)

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

**Administering Linux on Azure** - Linux Foundation (2018)

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## REFEREE

Available upon request