RECHAEL LOPES
CLOUD ARCHITECT

Toronto, Ontario, Canada 📍
lopes.rechael1307@gmail.com ✉
+1 (437) 979-7038 📞
linkedin.com/in/rechael-lopes in
github.com/RechaelLop �

SUMMARY

Motivated Cloud Architect with foundational knowledge in cloud technologies gained through rigorous coursework and hands-on projects. Certified in cloud platforms and skilled in cloud architecture, virtual infrastructure, databases, and data analytics. Strong analytical and problem-solving abilities, with a focus on delivering quality solutions. Eager to apply academic learnings and certifications to real-world challenges, demonstrating excellent communication and organizational skills.

EDUCATION

Post-Graduation Diploma (Cloud Data Management)
Conestoga College, Ontario, Canada
2023 - 2024

Masters of Science M.Sc. (Cloud Computing)
Mumbai University, Mumbai, India
2021 - 2023

Bachelors of Science B.Sc. (Information Technology)
St. Xaviers College, Mumbai, India
2018 - 2021

EXPERIENCE

Customer Service Representative – NIKE
Nov. 2024 – Feb. 2025

- Acted as the **primary point of contact** for customers, addressing queries, resolving complaints, and providing detailed information about products and services.
- Managed inbound and outbound calls, in-person interactions, and **troubleshooting** to ensure timely and effective **issue resolution** and high customer satisfaction.
- Collected **customer feedback**, documented incidents, and contributed to process improvements.
- Oversaw **back-of-house operations**, including processing incoming products, maintaining **digital logs**, and ensuring **inventory accuracy**.
- Developed strong communication, **problem-solving**, and **technical skills** while gaining valuable experience in retail operations and cultural awareness.
- Provided **technical support** with creating a **digital registry** for products, checking and updating the **product databases**, logging any missing or stolen products, etc.
- Handled cash, credit/debit, mobile **transactions**, and gift cards. Ensured proper pricing and packing of products. **Processed** refunds and exchanges.

TECHNICAL SKILLS

LANGUAGES: Python, C/C++, Java, Android, R
DATABASES: MS SQL Server, MySQL, PostgreSQL, SQLite, MongoDB
TOOLS: Visual Studio, Eclipse, Jupiter Notebook, Tableau, Power BI, Excel, VS Code
OTHER: Power Apps, M365, PowerShell, HTML/JS/CSS
OS: Windows/Linux

SOFT SKILLS

Communication, Problem-solving, Critical Thinking, Technical Proficiency, Attention to Detail, Team player, Flexibility, Multitasking, Strong Analytical and Visualization Skills.

CERTIFICATIONS

CLOUD: Essentials for AWS Cloud Practitioner/AWS Technical/AWS IoT/AZURE Fundamentals
AI/ML/ANALYTICS: AWS Machine Learning for Business and Technical Decision Makers/AWS Public Sector AI/ML Learning Plan/Google Data Analytics/Data Analytics for Business

PROJECTS

Cloud Data Migration

- Designed and developed a **Cloud platform** using **M365 applications** for the client to migrate their system from on-premise to the cloud.
- Created a **SharePoint** site for the client to access and store their files. Also, used **Power Platform (BI)** to create dashboards for the client.
- Documented the project and the end-to-end flow using **CI/CD Pipeline**.

Cloud Native Monitoring Application

- Developed a **Flask application** to monitor CPU usage using **Python** and various libraries like **psutil**, **Flask**, and **boto 3**.
- **Dockerized** the application, pushed the docker image to **ECR**, and created a Kubernetes cluster using **EKS** so that it could be deployed on **AWS**.
- Documented the project and the end-to-end flow using **CI/CD Pipeline**.

To Do AI Agent

- Designed an AI Agent that uses **NLP** to perform **CRUD** operation on a To-Do list using **JSON** Docker file and **PostgreSQL**.
- Wrote the queries and designed the **UI** using **Python** and **Drizzle Studio**. Integrated the **Schema** and the database with **OpenAI**.
- Documented the project and the end-to-end flow using **CI/CD Pipeline**.

Stock Prediction

- Developed a stock prediction model using **machine learning** and **deep learning** algorithms to forecast prices for specific companies.
- Implemented the solution in **Python** and deployed to **AWS**, an interactive dashboard with **Streamlit** for real-time predictions.
- Documented the project and the end-to-end flow using **CI/CD Pipeline**.

Student Database Management

- Designed and built a **student database management system** on **AWS** to track and organize student activities using **Java** and **MySQL**.
- Ensured data security, performance optimization, and scalability, demonstrating knowledge of database design and interaction with cloud storage.
- Documented the project and the end-to-end flow using **CI/CD Pipeline**.

VOLUNTEER WORK

Administrative Assistant

Experience handling office work, answering phone calls, making appointments, maintaining a calendar, and keeping records. Experience working with Excel and other tools, digital entries, and generating reports.

Champine Volunteer

Organized a Free Health Checkup for remote villagers. Also, organized a Blood Donation Camp.

HOBBIES

- Chess
- Trumpet
- Badminton
- Reading
- Sketching