REGGIE SANCHEZ

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PROFESSIONAL SUMMARY

- Results-driven IT professional with proven expertise in AWS cloud support, infrastructure optimization, and systems administration. Recognized for leading high-impact automation projects, implementing cost-saving solutions, and driving operational excellence across hybrid IT environments. Skilled in applying Infrastructure as Code practices, supporting cloud governance standards, and using DevOps-aligned workflows to improve reliability and scalability. Passionate about building smart, resilient solutions that bridge cloud innovation with business outcomes.

EXPERIENCE

Helpdesk Support Specialist & Systems Administrator   Mar 2024 - Present
CRS Temporary Housing
- Provided end-user support and system administration across core IT infrastructure.
- JIRA Automation Administrator: streamlined ticket routing with 95% accuracy.
- Authored 50+ knowledge base articles, cutting repetitive support requests.
- Led onboarding: reimaged laptops, provisioned devices, and conducted orientation.
- Maintained IT inventory with PDQ & Snipe-IT, ensuring accurate hardware tracking.
- Administered Verizon Wireless account: line provisioning, equipment swaps, contracts.
- Led $60K equipment procurement project, delivered under budget at $57K.
- Designed Change Advisory Board (CAB) process and documented workflows in JIRA.
- Migrated IT assets to scalable infrastructure; supported Intune zero-touch deployment.

AWS Cloud Support   Dec 2024 - Present
CRS Temporary Housing
- Saved $13K annually by implementing right-sizing via AWS Compute Optimizer.
- Automated deletion of unused EBS volumes using Python, Lambda, and EventBridge; tagged volumes for retention to prevent accidental deletion.
- Downscaled EBS volumes to optimize storage usage and reduce cloud spend.
- Automated routine cloud tasks using Infrastructure as Code (Terraform) and scripting (Python), reinforcing DevOps principles and improving operational consistency.
- Created IAM users/roles and collaborated with Solutions Architect on data retention policies.
- Partnered with DevOps on SSO integrations (Salesforce, Vonage, Adobe, Atlassian).
- Supported AWS Organization-level configuration and governance across multi-account environments.
- Acted as Project Manager: managed vendors, tracked milestones, and drove collaboration.

EDUCATION

B.S. in Cloud Computing – AWS Specialization   Jan 2024 – May 2026
Western Governors University • Salt Lake City, UT

A.S. in Emergency Medical Services   Aug 2017 – Aug 2019
Pacific Union College • Angwin, CA

CERTIFICATIONS

- AWS Solutions Architect – Associate (Jul 2025 - Expected)
- AWS Cloud Practitioner (Feb 2025)
- CompTIA: A+ (May 2024), Network+ (Nov 2024), Security+ (Dec 2024), Cloud+ (Mar 2025)
- Linux Essentials (Apr 2025)
- ITIL 4 Foundation (Aug 2025 - Expected)

SKILLS

- Cloud & DevOps: AWS, Terraform, S3, IAM, EC2, Lambda, EventBridge, CloudFront, Compute Optimizer, CI/CD, Infrastructure as Code
- Infrastructure: IT Operations, Intune, PDQ, JIRA, Change Management, Asset Management, Root Cause Analysis
- Tools & Languages: GitHub, Python, Active Directory, Microsoft 365, Azure, CloudWatch

PROJECTS

Cloud Resume Website
Technologies: AWS (S3, CloudFront, Route 53, ACM, API Gateway, Lambda, DynamoDB, IAM), Terraform, GitHub Actions
- Built a cloud-native resume platform on AWS using S3, CloudFront, Route 53, and ACM, fully managed via Terraform. Leveraged GitHub Actions for CI/CD automation and implemented a custom analytics pipeline with API Gateway, Lambda, and DynamoDB to track resume engagement in real time. Features a downloadable PDF, QR code integration, and a dynamic dashboard for visibility and insight.

Python Scripting (In Progress)
Technologies: Python, AWS SDK (boto3)
- Writing automation scripts for routine cloud tasks and IAM audits.
- Exploring integrations with AWS CloudWatch and Systems Manager (SSM) to enhance monitoring and maintenance automation.
- Enhancing familiarity with APIs and programmatic AWS resource handling.