**RON MERCIER**

Raleigh, NC

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**SUMMARY**

Experienced Cloud Specialist with expertise in Linux-based cloud platforms, such as AWS, and Linode. Proven ability to resolve complex infrastructure issues, ensuring over 90% user satisfaction. Strong foundation in computer science and cybersecurity. Adept at technical problem-solving and Customer Service.

**SKILLS**

|  |  |  |
| --- | --- | --- |
| * Jira * SQL * Mac * Linux * Python | * Active Directory * Virtualization * Network administration * Database administration * Technical troubleshooting | * Customer Service * Incident response * Web development * Data Analysis * Microsoft Oﬃce 365 |

**WORK EXPERIENCE**

AKAMAI, Remote 09/2022 – Present

**Cloud Support Specialist** (Remote)

* Resolved complex technical issues across networking, compute, managed databases, VMs, and storage for Akamai customers, achieving an over 90% satisfaction rating by providing solutions via support tickets, emails, and phone calls.
* Collaborated with engineering, net ops, trust and safety, product management, and sales teams to advocate for customer needs, driving continuous improvement of cloud services and ensuring timely support to more than 500 users.
* Leveraged expertise in cloud infrastructure to promptly address and troubleshoot customer issues, contributing to the development of FAQ materials and training manuals for enhancing end-user experience.

WOVEN PLANET, Palo Alto, CA 01/2022 – 09/2022

**Hardware Technician**

* Analyzed data from reliability tests, predicting hardware lifespan with 95% accuracy, enhancing product longevity.
* Troubleshot system failures or bugs and provided solutions to restore functionality of hardware systems.
* Managed comprehensive repair and updated log via Jira, enhancing team eﬃciency by 30% through optimized issue tracking.
* Maintained security conﬁguration and software in systems and networks to sustain privacy and protection from attacks.
* Managed imaging and software installations on over 50 autonomous vehicles, reducing setup time by 20%.

AT&T, San Jose, CA 08/2016 – 01/2022

**Senior Network Technician**

* Installed and upgraded voice-over IP, video, and high-speed internet services, enhancing connectivity for over 500 households, achieving a 98% customer satisfaction rate.
* Connected with customers to provide ﬁrst-hand demos of service features and functions.
* Analyzed network performance for more than 500 residential and commercial customers, identifying and implementing improvements that enhanced speed by 20%.
* Led a team of eight technicians to complete six ﬁber projects for AT&T on time and within budget and achieved 100% client satisfaction.

**EDUCATION**

WESTERN GOVERNORS UNIVERSITY,

**Master’s Degree**, Cybersecurity and Information Assurance (10/2023 – 03/2025)

WESTERN GOVERNORS UNIVERSITY,

**Bachelor’s Degree**, Computer Science (2020 – 2021)

**CERTIFICATIONS**

**CompTIA CySA+**, CompTIA (Issued Apr 2024 – Expires Apr 2027)

**LPI Linux Essentials**, Linux Professional Institute (Issued Sept 2023)

**ISC2 Certiﬁed in Cybersecurity**, ISC2 (Issued Dec 2023 – Expires Dec 2026)

**AWS Certiﬁed Cloud Practitioner**, Amazon Web Services (Issued Nov 2021 – Expires Nov 2027)