DAVID SCHERREY III

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Currently an Operations Manager with a passion for cloud technology and a desire to transition into the cloud industry. Having achieved 3 AWS and Azure certifications whilst working full-time. I possess smart approaches to problem-solving, technical support, customer service, leadership, communication, and troubleshooting in complex environments.

PROFESSIONAL EXPERIENCE

5 Star Carpet Cleaning   *September 2019 – Present*
Operational Manager   *Auburn, WA*

- Created and executed marketing strategies resulting in increased brand awareness and lower customer acquisition costs. Developed, designed, and launched a new website, resulting in a 15% increase in new customers, lower customer acquisition cost, increased sales, and more online submissions.
- Improved team time management through time audits, personalized feedback, performance metrics, and recognition programs, resulting in a 20% productivity boost of punctual appointments of at least 225 appointments a month.
- Delivered outstanding customer support and customer service to clients, via phone, email, and chat platforms, troubleshooting issues promptly to resolve customer issues while maintaining high levels of satisfaction.
- Managed detailed financial client records, ensured superior customer service, and provided feedback, resulting in increased customer retention and sales. Identified opportunities to enhance processes and fostered cross-functional collaboration to optimize efficiency and effectiveness.

PROJECTS

Migrated a Monolithic Web Application AWS using Application Migration Service (MGN)
- Migrated monolithic web app to AWS using AWS MGN and AWS DMS, including re-hosting on Amazon EC2 and re-platforming the database on Amazon RDS. Tested and ensured successful migration.

Amazon DynamoDB: Building a Serverless Web Application
- Successfully developed a serverless web application utilizing Amazon DynamoDB, AWS Lambda, and API Gateway to create a highly scalable and efficient music application.

Built Carpet Cleaning Website: SEO Optimization, Page Speed, Conversions, and Bounce Rate Reduction.
- Developed a high-performing responsive WordPress website, optimizing search rankings, improving page speed without compromising visual quality, driving conversions and reducing bounce rates for a carpet cleaning company.

CERTIFICATIONS

Amazon Web Services (AWS) Certified Solutions Architect Associate (SAA-C03)   *Achieved July 2023*
Amazon Web Services (AWS) Certified Cloud Practitioner (SAA-C02)   *Achieved March 2023*
Microsoft Certified: Azure Fundamentals (AZ-900)   *Achieved January 2023*

EDUCATION

University of Washington Tacoma   *Graduated: June 2022*
Bachelor of Arts in Business Administration - Management, Applied Computing   *Tacoma, WA*
Milgard School of Business

SKILLS

Technical Skills: Python, Visual Studio, Netlify, Microsoft 365, Amazon Web Services (AWS), Microsoft Azure, OS, DNS, Routing, Firewalls, Traceroute, Cloud Computing, Powershell, Troubleshooting, Git, PostgreSQL, React