

# Thomas Gates III

## Cloud Engineer

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### SUMMARY

- Cloud engineer with 4+ years IT operations and security compliance experience, skilled in infrastructure building, scaling, and optimizing infrastructure across AWS and hybrid environments,
- Proven expertise in designing resilient systems that support high-availability services and infrastructure automation with Python/Bash/Terraform.
- Strong foundation in networking, Linux systems administration, troubleshooting production issues, and collaborating with engineering teams to optimize service delivery.
- Security-focused engineer (CISA certified) who designs cloud infrastructure with built-in security, compliance controls, and resilience to support mission-critical applications.

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### SKILLS & CERTIFICATIONS

**Certifications:** CISA (Certified Information Systems Auditor) | AWS Certified Cloud Practitioner

**Cloud & Infrastructure:** AWS (EC2, S3, Lambda, VPC, IAM), Azure, OCI, Docker, Terraform, GitHub Actions

**Security Tools & Platforms:** Splunk SIEM, CrowdStrike, Nessus, Nmap, Wireshark, IDS/IPS

**Networking:** TCP/IP, DNS, HTTP/S, VPN, LAN/WAN, WAF Configuration, Security Group policies

**Programming & Scripting:** Python, Bash, SQL, JavaScript, HTML, CSS, C++

**Systems Administration:** Windows, Linux, UNIX, macOS, Remote Desktop Tools, Mobile Device Support

**Compliance & Security:** Vulnerability Assessments, Incident Handling, Endpoint Hardening, Phishing Prevention Training, NIST CSF, PCI DSS, GDPR, HIPAA, ISO 27001

**Soft Skills:** Problem-Solving, Cross-functional Collaboration, Presenting, Office 365, Google Suite

### EXPERIENCE

**Universal Technical Services – Remote, Nationwide**

**Security Engineer / Auditor | Jan 2021 – Present**

- Conduct comprehensive security audits across 40+ cloud and on-premises environments against NIST CSF and ISO 27001 standards, identifying 85+ compliance gaps requiring remediation.
- Translate compliance requirements into actionable infrastructure recommendations for AWS, Azure, and hybrid deployments improving security posture by 30%.
- Document security controls and compliance procedures (NIST CSF, PCI-DSS, GDPR, HIPAA) establishing audit-ready infrastructure frameworks.
- Collaborate with infrastructure teams to design secure cloud architectures aligned with compliance objectives and industry best practices.

**Spectrum – Charlotte, North Carolina**

**Technical Support Specialist | March 2023 – May 2024**

- Managed network infrastructure monitoring and incident response for 20+ systems, performing advanced troubleshooting on routers, firewalls, and endpoints.
- Performed hands-on networking diagnostics (TCP/DNS, HTTP/S, VPN analysis) reducing mean time to resolution by 28% and improving system availability to 99.2%
- Provided root cause analysis and implemented security group policies across firewall infrastructure, mitigating 35% of identified network security issues.

### PROJECTS

[Cloud Portfolio](#) | TypeScript | Terraform | AWS | GitHub Actions

- Built a living cloud lab showcasing hands-on experience with AWS services & infrastructure automation with a CI/CD pipeline.

[AI-Powered IAM Policy Generator](#) | TypeScript | Python | AWS IAM

- Built an AI least-privilege policy generator that uses natural language processing to reduce IAM over-provisioning risk by 90%.

[Natural Remedies](#) | AI | TypeScript | React | Tailwind CSS | Google Cloud Run | Google Gemini

- Built an AI wellness discovery platform offering symptom-based remedies, safety comparisons, and preparation guides.

[Bulleycycle Binoculars](#) | JavaScript | React | Amazon Bedrock

- Built a real-time Web3 blockchain analytics platform aggregating cryptocurrency prices, news and market sentiment.

### EDUCATION

**B.S. Computer Science | East Carolina University (2016 – 2020)**