

Cloud Security Support Engineer Cloud Security Support Engineer Cloud Security Support Engineer

- Amazon (AWS) Irving, TX Information Technology professional with 10+ years of experience in IT including Cloud Security, Quality Assurance, System integration testing and project management. Leadership and project management skills and experience leading a number of key projects A solid grasp of systems, applications, network security, access control, and risk management. Experience deploying and supporting solutions using various AWS services such as EC2, ELB, Auto-Scaling, S3, IAM, VPC, Cloud formation and Cloud front Professional Services experience including software integration, configuration, and customization Proficient in Network, Web and Mobile software validation, system integration and certification Excellent communication skills and ability to build strong relationships with cross functional teams Solid Technical skills and experience with Object Oriented Methodologies, Frameworks, Systems Architecture, Systems Analysis, and Service Oriented Architecture (SOA), SDLC and Scrum Ability and eagerness to advance my knowledge and continue to explore the limits of Cloud technologies. Work Experience Cloud Security Support Engineer Amazon (AWS) - Dallas, TX October 2018 to August 2019 Scope and resolve complex issues with onboarding, deployment and configuration of AWS Security products Advise and educate customers on the features and capabilities of AWS Security products Interpret and analyze log data to troubleshoot issues Communicate solutions and recommendations to the customer and ensure that customers have the information and tools to address similar issues in the future Collaborate and coordinate with other teams and experts throughout AWS to tailor the best solution for customer issues Develop, document, and implement runbooks for training, process standardization, and guidance on how to troubleshoot effectively Troubleshoot issues in customer environments involving cloud, server, endpoint, and network infrastructure Perform activities necessary to quickly mitigate outages and service interruptions in the customer's environment by recommending and implementing workarounds Maintain current knowledge and understanding of product roadmaps and emerging technologies Mentor and train associates and engineers as part of the on-boarding program for new hires. Perform hiring activities including interviewing, evaluation and selection. Verizon 2010 to January 2018 Senior

Business Analyst/QA Lead Consultant Verizon 2014 to 2018 Worked closely with Product line management and development teams to review and analyze requirements Led QA team to certify Verizon Video products including STB, Web and Mobile Platforms Created Test plans and carried out the certification process covering various functionalities and features Managed all aspects of QA process, standards and best practices for Verizon Media server products Managed Alpha and Beta product trials for multiple software releases in UAT and staging environments Coordinated cross functional team meetings to discuss functional/usability defects and opportunities Led Triage calls to go over software issues with development and Quality assurance teams Oversaw and drove execution of quality assurance cycles in both SIT and Prod environments Tracked the progress against scheduled timelines and worked on removing blocker issues in timely manner Troubleshoot System integration environment and worked with responsible teams to get quick resolutions Analyzed Various System and application logs and provided root cause analysis for various issues and flaws Reported and tracked stories through our defect tracking system (JIRA). Provided logs and updated information as required to bring defects to closure Participated in Scrum meetings and scrum planning sessions to work on product backlog and sprint scoping

Project Manager (Fios, CMB IT) Verizon 2013 to 2014 Integrated Test Organization Project manager and designer for Various work requests related to high visibility projects and initiatives such as bundles, FiOS STB and VMS Reviewed BRD, SRS & HLD documents for Work Requests with All involved teams Directed ITO Front Door Project Packaging (Commitment) by assessing Work release Impact, capacity, LOE, code delivery dates and related factors Drove Strategic complex integration projects while managing requirements and Stakeholders expectations Developed testing approach and identified direct testing teams Impacted for a particular work requests Held review sessions with clients to ensure appropriate signoffs are provided for projects Drove Release Execution of multiple projects by engaging all involved testing teams (SIT & ITO) Onshore and Offshore on daily working calls to discuss progress and solve blocking issues Provided daily status report for assigned work request(s) with Current status, Issues and ETAs Maintained Strategic Repositories for projects and work requests

Senior Quality Assurance Lead Verizon 2010

to 2013 Project: Home monitoring and Control (SIT), Legacy STB Managed and led quality assurance team to certify a number of Verizon key products Developed ,owned and maintained project Test Plan and Strategy for various products Procured Testing devices, equipment and environment software and hardware Managed projects tasks and workloads between Onshore and Offshore teams and coordinated efforts Engaged on daily calls with Development team and external Vendors to triage and remove blockers Supported, encouraged and motivated team members to achieve expected goals Influenced and enhanced product requirements and features by working closely with business users Planned certification of new features and requirements and negotiated timelines and resources capacity Collaborated with developers and PM team members during design, test and implementation phases Held daily calls to discuss Project status and track progress with both development and test teams Led and coordinated Automation testing efforts for Products against Web, Mobility and STB platforms IAM, CloudTrail, Config, Guard Duty SSIS, SSRS 2008 to 2012 SSO, KMS, Macie, Secrets manager, Security hub, CloudHSM, Inspector, Certificate Manager, RAM, and WAF&Shield DevOps: GIT, Cloud formation, Ansible, Terraform, YAML, Jenkins, Kubernetes and containerization Programming Languages: C++, Python (learning) Databases: SQL server 2005, 2008, 2012, SSIS, SSRS, MySQL, Oracle 11g and Amazon RDS Operating Systems: Windows, UNIX, Linux and MAC Networking: Administration, Routing, subnets, troubleshooting, Firewalls, streaming, VPNs and VPC Big Data knowledge: Hadoop ecosystem: EMR, Hadoop, Map Reduce, Hbase, Flume, zookeeper, Sqoop, Hadoop cluster management using Cloudera CDH, Teradata and Splunk Management Tools: RDMS systems, OEM, HPQC, JIRA, Clear quest, Speed, Team Foundation Server Debugging tools: ADB, Log client, Teraterm, Filezilla, WinSCP, Charles, Wire shark, and fiddler ETL: Informatica, SSIS, Erwin, TOAD, IBM Cognos, SAP business Objects, SAS, SAS Miner Processes/Methodologies/Notations: Waterfall, Agile (Scrum), UML, ITIL V3. Solutions Consultant 2009 to 2010 Provided technical sales support to address product specific inquiries and questions Setup calls with customers and account managers to perform discovery and scoping for new projects Drafted and prepared statements of work and work description documents for clients

Designed and architected solutions for customers with complex requirements Worked closely with project managers to review product and Professional services quotes Developed and built product demos and visual aids as needed for prospective customers Organized ,coordinated and conducted Proof of Concept evaluations and Pilot projects Helped fellow team mates by clarifying technical questions and training new team members Symon Communications/RMG Networks 2006 to 2010 Business Application Engineer Symon Communications/RMG Networks 2006 to 2009 Provided professional services for fortune 500 companies in various industries Led the implementation and Deployment of product in different environments and platforms Configured and customized product to meet business rules and requirements Configured data collectors to retrieve data from multiple data sources in to a single data lake Performed data cleansing, transformation manipulation and aggregation using SQL to achieve business goals Created and designed data presentation templates , reports and dashboards to display required metrics Built Dashboards and KPI Indicators to allow end users to monitor performance and service levels Implemented product availability and restoration steps to achieve business continuity and disaster recovery Installed , upgraded and configured digital media appliances to display data on digital end points Troubleshoot software, hardware and network Issues and provided support to team mates and customers Managed customer expectations and concerns remotely and onsite to ensure customer satisfaction Carried out remote and Onsite end user training for different software solutions to diverse customer audiences Education Bachelor of Science in Software Engineering and Computer Science University of Texas at Dallas - Richardson, TX September 2004 Skills AWS, Azure, Devops, Docker Certifications/Licenses AWS Solution Architect January 2017 to January 2020 Amazon Web Services Solution Architect Associate level certification AWS Developer August 2017 to August 2020 AWS SysOps Admin September 2017 to September 2020 AWS Security Specialty February 2019 to February 2022 Assessments Technical Support Proficient August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/0hpa6xqcqob6u7m8 Indeed Assessments

provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Austin Stokes

Email: rebecca08@example.com

Phone: 662.750.0829x60890