

Michael Johnson

Cloud Architect

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Summary

Accomplished Cloud and IT professional with extensive expertise in operational management, data analytics, and cloud-based systems integration. Adept at enhancing cloud solutions, safeguarding data, and leveraging automation to boost efficiency. Over a decade of experience leading teams, resolving complex challenges, and implementing scalable solutions. Currently expanding my technical breadth by cross-training in cloud architecture and IT systems through AWS certifications and advanced coursework, positioning myself for deeper specialization in emerging tech fields.

Certifications

- AWS Academy Cloud Foundations, Amazon Web Services – May 2023
- CCNA: Introduction to Networks, Cisco Networking Academy – April 2024
- Introduction to Cybersecurity, Cisco Networking Academy – November 2022
- Networking Basics, Cisco Networking Academy – November 2022

Professional Experience

Guest Services Supervisor Jan '20 - Present

Five Star Properties Destin, FL

- Integrated cloud-based systems for guest services and data tracking to automate manual processes, **improving accuracy and reducing workload by 20%**
- Enhanced system uptime by 50% and minimized service interruptions by implementing data-driven operational strategies using **AWS services like S3 and EC2**
- Empowered staff with in-depth knowledge of **cloud security measures** and essential cybersecurity protocols to ensure the safe handling of sensitive data across all platforms
- Collaborated with cross-functional teams to optimize operations using **AWS cloud solutions**, resulting in a 40% increase in efficiency and enhanced customer satisfaction

Operations Manager & Reservations Coordinator Jan '12 - Dec '19

Southern Vacation Rentals Destin, FL

- Directed cloud-based reservation systems, leading a team to optimize the use of third-party platforms and integrate them into AWS for better data accessibility and scalability.
- Executed revenue management strategies, utilizing data analytics tools (**SQL, Power BI**) for monitoring market trends and dynamically adjusting pricing to achieve a 20% increase in revenue
- Leveraged task automation within **TrackHS CRM** to streamline sales and reservation processes, resulting in a twofold increase in sales volume and elevated customer satisfaction levels
- Utilized Power BI to analyze large datasets, generating dashboards and reports for operational insights leading to a **20% improvement in reservation accuracy**
- Boosted team efficiency and system integrations by delivering training and documentation, resulting in a **25% streamlining of workflows** and improved system integration processes, leveraging LMS and documentation tools

Property Manager Jan '14 - Jan '16

Southern Vacation Rentals Destin, FL

- Enhanced financial transparency and revenue tracking accuracy by optimizing cloud-based reporting systems, using **Microsoft Power BI** for streamlined operations
- Utilized data analysis skills to forecast occupancy trends and optimize property performance, resulting in a **20% increase in occupancy rates**, leveraging SQL and Excel for analysis
- Partnered with key vendors to apply data insights for enhancing the guest experience, leading to a **25% improvement in service quality** driven by customer behavior analysis and cost reductions

Vacation Planner & Sales Representative Jan '12 - Jan '14

Southern Vacation Rentals Destin, FL

- Exceeded sales targets by 30% through **effective customer engagement and cross-selling techniques**, leading to a record-breaking monthly sales performance
- Utilized Salesforce within the cloud system to efficiently handle guest reservations, leading to a **20% boost in service ratings**

<ul style="list-style-type: none">Utilized TrackHS CRM software to develop and establish an incentivized referral system and customer loyalty program, leading to a significant 40% increase in repeat business and reinforcing customer retention rates through strategic rewards structures and targeted marketing campaigns	
Munitions Systems Specialist ("AMMO")	Jan '01 - Jan '05
United States Air Force	Whiteman Air Force Base, MO
<ul style="list-style-type: none">Led a team of airmen overseeing inventory management and data analysis concerning munitions, achieving a 30% increase in inventory accuracyUtilized ERP systems and project management software to streamline operational processes and boost efficiency, leading to a 20% increase in team performanceDesigned and implemented Standard Operating Procedures (SOPs) to ensure adherence to military guidelines, optimize munitions movement tracking, and double compliance levels, emphasizing weapons handling and security protocols for enhanced tracking accuracy through inventory management systems	

Education

Bachelor of Science in Information Technology (4.0 GPA)	Aug '25
Florida Agricultural and Mechanical University (FAMU)	Tallahassee, Florida
<ul style="list-style-type: none">Relevant coursework: Programming in C++, Cloud Computing, Networking, Cybersecurity, Web Programming	
Associate of Arts	May '24
Northwest Florida State College	Niceville, Florida
<ul style="list-style-type: none">Graduated with High Honors	

Notable Projects

CRM integration/Migration	
Five Star Beach Properties/Southern Vacation Rentals	Destin, Florida
<ul style="list-style-type: none">Enhanced the cloud-based reservation system leveraging AWS services like EC2 and S3, alongside Microsoft Flow and Microsoft PowerBI to drive a 50% boost in bookings and lower reservation errors by 20%Drove the migration towards cloud-based solutions for guest data tracking, resulting in a 25% enhancement in operational efficiency, and implementation of AWS, Azure, and Google Cloud for elevated data security protocolsEmphasized network security enhancement through a Cyber risk assessment framework, utilizing Vulnerability scanning tools and Intrusion detection systems to bolster network security posturePerformed comprehensive cybersecurity assessments on cloud-based platforms, uncovering over 200 vulnerabilities and executing risk mitigation strategies utilizing Intrusion Detection Software to fortify sensitive customer data	

Technical Skills

Cloud Platforms: AWS, Google Cloud Platform (GCP)
Networking: CCNA, Linux, TCP/IP, DNS, DHCP
Security: Cybersecurity, Encryption, Risk Mitigation
Data Management: SQL, Power BI, Data Analytics
DevOps Tools: Docker, Jenkins (basic knowledge)
Languages: C++, Python
Tools & Technologies: Microsoft Office Suite, Google Suite, CRM Systems, Jira
Data Structures, Data Migration, Data Warehousing, Data Validation, DataFlow, Data Warehousing Concepts
Java