

Siyanda Nhlebela

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CAREER SUMMARY

Aspiring Cloud Engineer with AWS Cloud Practitioner and AWS Solutions Architect Associate certifications. Hands-on knowledge in AWS cloud technologies, Python, Linux, and Bash scripting, basic web development, combined with a strong sales and customer service background, adept at communicating technical concepts to diverse audiences. Seeking to leverage client-facing experience, technical proficiency, and growing cloud expertise to launch a successful career in the tech space.

EDUCATION

ALX <i>Cloud Computing</i>	Graduated: Oct 2024
Power Learn Project <i>Software Development</i>	Graduation: May 2025

CERTIFICATIONS

AWS Certified Cloud Practitioner	Achieved Jul 2024
AWS Solutions Architect Associate	Achieved Oct 2024

TECHNICAL PROJECTS

Cloud-Hosted Resume Website (Serverless Architecture)

- Built and deployed a cloud-hosted resume website using a fully serverless architecture with AWS services, including Lambda, API Gateway, DynamoDB, S3, CloudFront, and Route 53.
- Utilized Terraform for infrastructure as code.
- Integrated a CI/CD pipeline with GitHub Actions for seamless deployment.
- Ensured secure access and application protection using IAM policies, CORS, and API authentication

PHP Three-Tier Web Application Deployment on AWS

- Deployed a high-availability three-tier PHP web application on AWS.
- Hosted on an EC2 instance with secure MySQL database storage, using AWS Systems Manager Parameter Store.
- Implemented load balancing using an Application Load Balancer and configured Auto Scaling for scalability.
- Secured the application to prevent public access to backend systems using IAM roles, security groups, and network access controls.

AWS Microservices Migration Project

- Migrated a monolithic Node.js application to a microservices architecture using AWS services (ECS, ECR, ALB), enhancing scalability and maintainability.

- Containerized both monolithic and microservices versions using Docker, improving deployment consistency and enabling efficient orchestration with Amazon ECS.
- Implemented load balancing and intelligent routing with Application Load Balancer, optimizing traffic distribution across microservices.
- Implemented RESTful APIs for inter-service communication, while utilizing AWS Cloud9 for streamlined development and deployment processes.

WORK EXPERIENCE

Outlier AI

AI Contributor

Nov 2024 - Present

Remote

- I contribute to the training of AI models by providing high-quality English language inputs, focusing on Reinforced Learning by Human Feedback techniques to enhance the model's understanding and generation of natural language
- I evaluate and assess AI outputs through detailed analysis, ensuring that the responses generated by the models meet quality standards and align with user expectations in various conversational contexts

CCI

Customer Support Representative

Apr 2022 - Jun 2024

Durban, South Africa

- Served as an inbound customer representative for Spirit Airlines, assisting customers with their inquiries and providing support.
- Handled a high volume of customer queries, complaints, and billing questions, ensuring timely and accurate responses to enhance customer satisfaction.
- Resolved issues and provided information about airline services, policies, and procedures, contributing to a positive customer experience.

Fibre Assist

Sales Representative

Jan 2020 – Feb 2022

Joburg, South Africa

- Identified and reached out to potential customers, conducting market research and expanding business opportunities.
- Met with clients to present fibre internet packages, tailoring solutions to customer needs and negotiating sales terms.
- Managed orders and provided after-sales support, building long-term client relationships to ensure customer satisfaction and repeat business

Dec 2016 - Feb 2019

Joburg, South Africa

SKILLS

Technical Skills

- | | | |
|-------------------|----------------|--------------------------|
| • Web Development | • AWS Services | • Infrastructure as Code |
| • Linux | • Python | • Prompt Engineering |

Non-technical Skills

- | | | |
|-----------------------|--------------------------|--------------------|
| • Customer-focused | • Effective Communicator | • Highly Adaptable |
| • Analytical Thinking | • Problem-Solving | • Writing |