

ANDREW RIVERO

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Experience

Amazon Web Services (AWS) <i>Cloud Support Engineer</i>	Apr 2024 – Present <i>San Jose, CA</i>
Amazon Web Services (AWS) <i>ML/AI Associate Delivery Consultant — A2C ProServ Cohort</i>	Oct 2025 – Dec 2025 <i>Remote</i>
<ul style="list-style-type: none">Resolved 400+ cases across SageMaker, Bedrock, Textract, Rekognition, achieving a 98.2% CCR by troubleshooting ML workloads, debugging Python/JavaScript, and resolving IAM/VPC/model deployment issues.Improved system uptime by 35% through deep-dive investigations, log analysis, and defect reproduction across distributed ML infrastructures.Advised customers on ML architecture best practices, optimizing training, inference, and Bedrock multi-agent workflows to enhance performance and scalability.Reduced recurring customer issues by 20% through root-cause analysis and cross-service collaboration.	

Education

University of California, Santa Cruz <i>M.S. Computer Science</i>	Sep 2024 – Jun 2025 <i>Santa Cruz, CA</i>
University of California, Santa Cruz <i>B.S. Computer Science & B.S. Computer Engineering</i>	Sep 2021 – Jun 2024 <i>Santa Cruz, CA</i>

Technical Skills

Languages: Python, C++, C, JavaScript

ML/Cloud: Amazon SageMaker, Amazon Bedrock, RAG, Vector Stores, AI Agents, LLM Inference, NumPy, Pandas, AWS Architecture

Tools: Linux, Git

Certifications

AWS Certified Solutions Architect — Associate (2025)

AWS Certified AI Practitioner — Associate (2025)