

ANDREW RIVERO

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Experience

Amazon Web Services (AWS)

Apr 2024 – Present

Cloud Support Engineer

San Jose, CA

- 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.

Amazon Web Services (AWS)

Oct 2025 – Dec 2025

ML/AI Associate Delivery Consultant — A2C ProServ Cohort

Remote

- Developed end-to-end ML prototypes using **SageMaker** and **Bedrock**, accelerating POC deployment cycles by **40%** for simulated enterprise customer scenarios.
- Automated ML architecture deployment with **Terraform**, **CloudFormation**, and the **AWS CDK**, reducing environment setup time by **50%** and improving deployment reliability.
- Led stakeholder meetings to present ML architecture diagrams, risks, and solution tradeoffs, ensuring alignment between technical implementation and business goals.
- Improved inference reliability by **20%** via model debugging, performance tuning, and error analysis.

University of California, Santa Cruz

Mar 2023 – Jun 2024

Undergraduate Research Assistant

Santa Cruz, CA

- Achieved **Finalist** placement in the Amazon Alexa TaskBot Challenge by contributing to an LLM-driven recipe-generation and task-assistance system.
- Engineered automated data ingestion pipelines using **Python** and **Selenium** to scrape 100+ websites, producing **3–5 GB** of structured datasets.
- Developed an **S3**-backed data lake and integrated **AWS Glue** ETL jobs for validation, cleaning, and transformation, reducing preprocessing time by **40%**.
- Implemented schema validation, anomaly detection, and throttling logic, reducing scraping failures by **95%**.
- Supported LLM experimentation on **SageMaker** and **Bedrock**, improving training/evaluation throughput by **20%**.

Education

University of California, Santa Cruz

Sep 2024 – Jun 2025

M.S. Computer Science

Santa Cruz, CA

University of California, Santa Cruz

Sep 2021 – Jun 2024

B.S. Computer Science & B.S. Computer Engineering

Santa Cruz, CA

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)