[Your Name] [Your Address] [City, State, Zip Code] [Your Email Address] [Your Phone Number] [LinkedIn Profile]

Objective: Dedicated and certified AWS Support Engineer with a proven track record of resolving complex technical issues and providing exceptional customer support. Possessing comprehensive knowledge of AWS services and infrastructure, I am seeking to leverage my skills and expertise to contribute to a dynamic team in delivering top-notch AWS support solutions.

Education:

* Bachelor of Science in Computer Science [University Name], [Location] Graduated: [Month, Year]

Certifications:

* AWS Certified Solutions Architect – Associate
* AWS Certified Developer – Associate
* AWS Certified SysOps Administrator – Associate
* AWS Certified Security – Specialty

Skills:

* Proficient in AWS services such as EC2, S3, RDS, Lambda, VPC, IAM, CloudFormation, CloudWatch, etc.
* Experience with Linux/Unix and Windows operating systems
* Strong troubleshooting skills for networking, security, and performance issues
* Familiarity with scripting languages such as Python, Bash, or PowerShell
* Excellent communication and interpersonal skills
* Ability to work effectively under pressure in fast-paced environments
* Proven track record of delivering high-quality customer support and maintaining customer satisfaction

Professional Experience:

AWS Support Engineer [Current/Previous Company Name], [Location] [Month, Year] - Present

* Provide technical support to AWS customers via email, phone, and chat channels, addressing inquiries related to AWS services, configurations, and troubleshooting.
* Analyze and resolve complex technical issues by investigating logs, utilizing monitoring tools, and collaborating with internal teams when necessary to ensure timely resolution.
* Document solutions, best practices, and troubleshooting steps for internal and external knowledge sharing.
* Collaborate with AWS service teams to escalate and drive resolution for critical customer issues.
* Participate in on-call rotation to provide 24/7 support for high-severity issues.

Technical Support Specialist [Previous Company Name], [Location] [Month, Year] - [Month, Year]

* Provided technical support for enterprise customers, assisting with installation, configuration, and troubleshooting of software applications and systems.
* Resolved escalated technical issues promptly and effectively, ensuring minimal downtime for customers.
* Communicated technical solutions clearly and effectively to both technical and non-technical users.
* Collaborated with cross-functional teams to identify and address product issues and improve overall customer experience.

Intern - Cloud Services [Previous Company Name], [Location] [Month, Year] - [Month, Year]

* Assisted in the implementation and maintenance of cloud infrastructure using AWS services.
* Conducted research and analysis to optimize cloud resources and improve cost efficiency.
* Contributed to the development of automation scripts to streamline deployment and management processes.
* Participated in team meetings and collaborated with senior engineers on various cloud projects.

References: Available upon request.

[Note: Customize the resume according to your own experiences, achievements, and the specific requirements of the job you're applying for.]