Wani Lado

Cloud Support | Security Engineer

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Summary

Cloud Support & Security Engineer with 2+ years of enterprise IT experience across healthcare and corporate environments. Certified AWS Solutions Architect with expertise in IAM, PAM, and enterprise encryption tools including CyberArk, Trellix, and Okta. Proven track record of resolving complex Tier 2 escalations, securing privileged access, and supporting mission-critical systems with zero downtime. Skilled in AWS, Active Directory, PowerShell automation, and biomedical IT support within compliance-driven environments.

Professional Experience

Client Support Specialist Sr. (Tier 2)/ Biomedical IT Support   05/2024 – Present
Robert Half w/Leidos QTC Health Services   Nashville,TN

Enterprise Tier 2 IT Support
- Provided escalation support for 200+ on-site and remote staff (including medical assistants), resolving advanced networking, application, and access issues.
- Secured endpoints and enterprise data with **Trellix encryption** and recovery key management.
- Integrated **CyberArk PAM** with Active Directory to safeguard privileged accounts and strengthen enterprise access security.
- Automated setup and troubleshooting workflows with **PowerShell**, reducing configuration and support times by 40%.
- Delivered secure remote assistance through **Bomgar**, improving resolution time and end-user satisfaction.

Biomedical IT Support
- Supported **clinical and biomedical systems** across multiple clinics, ensuring HIPAA compliance and uptime for patient-critical devices.
- Administered **Entra ID (Azure AD)** for user and device management, enforcing compliance and role-based access controls.
- Deployed and imaged devices using **Microsoft Intune**, standardizing secure configurations and device lifecycle management.
- Partnered with clinical staff to resolve device/application issues, ensuring minimal disruption to patient care.

Service Desk Analyst   11/2023 – 03/2024
TEKsystems w/LKQ North American HQ   Nashville,TN
- Supported infrastructure for 5,000+ employees across 30+ locations
- Managed user access controls and group policies in Active Directory
- Configured and deployed 100+ mobile devices using MDM
- Executed patch management across enterprise systems with SCCM
- Deployed Okta and BeyondTrust for SSO and privileged access

Help Desk Technician   02/2023 – 07/2023
Apex Systems w/Dell/Boeing   Remote
- Delivered Tier 1 support for network and system issues; ensured 99%+ uptime
- Resolved DNS/proxy/connectivity problems using CLI tools, improving resolution rate by 20%
- Used DameWare for remote support, cutting ticket times by 30%
- Managed 200+ support tickets via ServiceNow
- Automated maintenance tasks with PowerShell, saving ~10 hours/week

Skills

Cloud Platforms: AWS (EC2, S3, IAM, VPC, CloudFront, Route 53, Lambda, Amplify), Azure (Entra ID, Intune, Fundamentals Certified)
Identity & Access Management (IAM/PAM): Entra ID (Azure AD), Active Directory, CyberArk, Okta, BeyondTrust, Trellix
Endpoint & Device Management: Microsoft Intune (device imaging, compliance policies), SCCM
Security & Compliance: HIPAA, Encryption (Trellix), Privileged Access Management, Role-Based Access Controls, Multi-Factor Authentication
Automation & Scripting: PowerShell, Bash, Python
Monitoring & Tools: AWS CloudWatch, AWS Systems Manager, ServiceNow, Bomgar, DameWare, Git
OS & Administration: Linux (Ubuntu, CentOS), Windows Server
Networking: DNS, DHCP, VPN, TCP/IP

Cloud Support • Cloud Security • IAM/PAM • System Automation • Incident Response • Beyondtrust • Monitoring & Logging • Security Engineering • Linux & Windows Admin

Projects

Cloud Portfolio Website   12/2024 – Present
cloudwani.tech
- Built and deployed a responsive portfolio using **React (Vite) and Tailwind CSS** for modern, optimized UI
- Automated deployment pipeline via **AWS Amplify**, ensuring continuous integration and delivery
- Configured **Route 53 for DNS management** and **CloudFront CDN with SSL** for global availability and security
- Optimized site performance with **asset caching and code-splitting**
- Tech: AWS Amplify, CloudFront, Route 53, React, Vite, Tailwind CSS, HTML/CSS/JS

Sports Analytics API Platform
GitHub Project | Ongoing
- Developing serverless REST API for real-time sports data analytics
- Built data pipeline using RDS/DynamoDB; integrated Lambda & API Gateway
- Tech: AWS Lambda, API Gateway, DynamoDB, Python

Infrastructure Automation Framework
GitHub Project | Ongoing
- Created reusable Terraform modules for infrastructure deployment
- Built CI/CD pipelines with GitHub Actions; scripted monitoring tasks
- Tech: Terraform, GitHub Actions, Bash, PowerShell, AWS CloudFormation

Certificates

- AWS Certified Solutions Architect – Associate
- AWS Certified Cloud Practitioner - Sept 2022
- CompTIA Security+ - Feb 2025
- LPI Linux Essentials - Dec 2022
- CompTIA Network+ - Jan 2024
- Microsoft Certified: Azure Fundamentals - Dec 2021

Education

Western Governors University   08/2022 – 12/2025
B.S. , Cloud and Network Engineering

Nashville State Community College   08/2021 – 07/2022
A.A.S Systems Admin. & Management