BLESSMORE NDLOVU

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Summary

I am a Cloud Engineer who is knowledgeable and skilled in AWS with a wealth of experience in technical support. I am seeking a dynamic role where I can contribute by leveraging my current skill set whilst also challenging myself by acquiring new skills, knowledge and expanding my professional horizons.

Skills

Languages: Python, Java, Kotlin.
Technologies and Tools: AWS, EC2, CloudWatch, ELB, EventBridge, Auto Scaling,Global Accelerator, WAF, Linux, VS Code, Git

Key Achievements

- Resolved 2000+ customer tickets earning 300+ five star ratings in the process as a member of the AWS Premium Support team.
- Accredited as a CloudWatch Subject Matter Expert (SME) after handling complex CloudWatch tickets and passing a technical assessment for the service.
- Resolved 100+ CloudWatch escalations as a member of an in-house CloudWatch specialised team between January 2023 to date.

Work Experience

Cloud Support Engineer I, Amazon Web Services,Cape Town, South Africa
May 2021 - Present

- Replicated customer workloads in AWS cloud to investigate issues, find solutions and/or mitigation strategies.
- Resolved 2000+ technical customer tickets - ticketing system allowed engagement with customers via Email, Chat and Call channels.
- Authored two technical (AWS internal) CloudWatch troubleshooting articles which have amassed a combined 215 views and 16 likes to date.
- Conducted 6+ technical training sessions (AWS internal) for new team members earning a 90% positive feedback for the sessions.
- Conducted 10+ technical interviews as a member of the recruitment team.

Cloud Support Associate, Amazon Web Services,Cape Town, South Africa
November 2019 - April 2021

In addition to some of the above duties:

- Acted as Profile Primary (a point of contact role) actively monitoring ticket queue and pro-actively engaged the relevant teams and engineers to handle high severity customer issues.