BENNETT GOULD

Contact information removed for security. Please use my form or LinkedIn to contact me directly. This is an abbreviated resume. Please contact me if you need a more detailed resume.

EDUCATION

Wake Forest University, Winston-Salem, North Carolina *2021*
Bachelor of Science in Computer Science
Wake Forest University, Winston-Salem, North Carolina *2021*
Bachelor of Arts in Applied Mathematics
University of North Carolina at Chapel Hill, Chapel Hill, North Carolina *2021*
6 Month Full Stack Web Development Bootcamp
West Forsyth High School, Clemmons, North Carolina *2017*

COMPUTER SKILLS/ LANGUAGES/ FRAMEWORKS

- **AWS Services, Proficient:** Elastic Beanstalk, Lambda, SAM, EC2, Route 53, CloudFront, S3, EFS, EBS, DocumentDB, API GW, AWS CLI, CodeCommit/Pipeline/Build/Deploy, VPC, IAM, Cognito, SNS, SQS, RDS, Step Functions, and more
- **Tools, Proficient:** Terraform, GitHub, Git Bash, Virtual Box, MS Hyper-V, PuTTY, MS Office, CLion, PyCharm, IntelliJ, Eclipse, Visual Studio Code, **Tools, Limited Working Proficiency:** AWS CDK, CloudFormation, Fargate, Docker, Handlebars, Mongoose, Sequelize, Ansible
- **Programming Languages, Proficient:** JavaScript, Java, C++, HTML, CSS
- **Programming Languages, Limited Working Proficiency:** C, MySQL, MongoDB, Fortran, Python, R, Matlab, Windows PowerShell, Windows CMD, MS VBA, BASH
- **ML Frameworks, Limited Working Proficiency:** Caffe, Nvidia DIGITS, Keras
- **Major Software Frameworks, Working Proficiency:** React.js, Next.js, Node.js, Express.js, jQuery
- **Operating Systems, Proficient:** Windows 7/10, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019, Ubuntu, Ubuntu Server, Mint (Linux), **Limited Working Proficiency:** CentOS, Parrot OS, Amazon Linux 2, RHEL

PROFESSIONAL EXPERIENCE

Cloud Support Engineer – Developer and Mobile Services, Amazon Web Services *June 2021 – Present*
- Supported business and enterprise customers for Lambda, API GW, SNS, SQS, VPC, IAM, and more
- Assisted customers via email, chat, and live calls to de-escalate crises and decrease time to resolve (TTR)
- Exceeded metrics set for tenured engineers after only 5 weeks of case work, often doubling or tripling metrics goals during ramp-up period: voted departmental engineer of the month after 2 months
- Assisted internal Amazon teams with major outage events, infrastructure best practices, and limited solutions architecting

Head Systems Administrator, VarTech Systems *June 2017 – June 2021*
- Managed all internal and cloud-based servers, services, technology infrastructure, and tools
- Managed numerous migrations from legacy and on-prem software/infrastructure to modern and often cloud-based solutions
- Performed security audits, gap assessments, patching, and documentation for internal use and regulatory compliance
- Managed and implemented modern, redundant backups, and disaster recovery plans

CloudOps Engineer, Dronezones.io *October 2020 – April 2021*
- Created a big data warehousing application and API for machine learning workflows in the WFU ASGM lab
- Architected microservices, utilized serverless resources, built CICD pipelines, and performed TCO calculations
- Utilized Next.js frontend, Node.js backend services, Python-based metadata stripper, Mongo Atlas, and more

Biochemistry HPC Intern, Alexander Lab, Wake Forest University *May 2016 – December 2016*
- Conducted original research on the TCF4:NEUROD2 pseudo homodimer complex relevant to Pitt-Hopkins Syndrome
- Leveraged the use of VMD and NAMD on the WFU DEAC HPC cluster to run molecular dynamics simulations comparing the wild and mutant types
- Presented research at the International Pitt-Hopkins Research Symposium in Dallas and the WFU Undergrad Research Fair
- Presented research at the International Pitt-Hopkins Research Symposium in Dallas and the WFU Undergrad Research Fair

---

CERTIFICATIONS/ ONLINE COURSES

- Fundamentals of Deep Learning for Computer Vision, **NVIDIA**
- Cybersecurity Professional Certificate, **IBM**
- AWS Certified Solutions Architect Associate, **Amazon Web Services**
- AWS Certified Developer Associate, **Amazon Web Services**
- AWS Certified Cloud Practitioner, **Amazon Web Services**
- MS-900 Microsoft 365 Fundamentals, **Microsoft**
- AZ-900 Microsoft Azure Fundamentals, **Microsoft**