
CARLA ZUMARAN

PROFILE

Detail-oriented Engineer with a strong background in cloud computing, systems administration, and support engineering. Adept at building scalable and secure cloud-native solutions using AWS, scripting automation, and maintaining high system reliability. Proven track record in incident management, system monitoring, and support escalation with a deep understanding of networking, infrastructure, and DevOps principles.

EXPERIENCE

CLOUD SUPPORT ENGINEER, AWS (REMOTE) – 2022-2025

- Provided real-time support for AWS services, ensuring system availability and rapid incident resolution.
- Designed and debugged serverless architectures using AWS Lambda and API Gateway.
- Automated tasks using Bash and PowerShell to reduce manual intervention and increase reliability.
- Troubleshoot networking issues (DNS, SSL, Load Balancing) impacting cloud applications.
- Collaborated with cross-functional teams to resolve production issues and improve system performance.

CLIENT CARE TECHNICIAN, NXTSOFT (ORL, FL) – 2021-2022

- Resolved technical support cases involving system integrations and backend automation.
- Wrote VB.Net and xPath scripts for automating data flows and improving service uptime.
- Ensured high system reliability for financial software by identifying and fixing recurring issues.

CS ADMIN SUPPORT A4, ORACLE (ORL, FL) – 2018-2021

- Supported enterprise clients on mission-critical POS systems (Micros, Symphony).
- Investigated and resolved database-related incidents, improving response times and reducing escalations.
- Maintained service reliability through documentation and process optimization.

TECHNICAL SERVICE ADVISOR, MICROSOFT (ORL, FL) – 2013-2017

- Delivered technical support across a broad range of systems and devices.
- Created training materials and maintenance processes that enhanced team performance.
- Led troubleshooting for frontline retail and IT systems, contributing to consistent system availability.

EDUCATION

B.A.S. IN COMPUTER TECHNOLOGY AND SOFTWARE DEVELOPMENT, 2022

VALENCIA COLLEGE - ORLANDO, FL

SKILLS

- **Cloud Platforms:** AWS (Lambda, API Gateway, IoT, CloudWatch)
- **Programming/Scripting:** Python, Java, JavaScript, PHP, PowerShell, Bash
- **System Administration:** Linux & Windows
- **Networking:** DNS, TCP/IP, SSL, Load Balancing
- **DevOps Tools:** Monitoring (CloudWatch, RDS logs), CI/CD exposure, automation scripting
- **APIs & Databases:** REST APIs, SQL, Oracle DB
- **Other:** Git, Debugging, Incident Response, Knowledge Base Authoring

AWARDS

- MVP Mall at Millenia (Employee of the Month)
- MVP International Mall (Employee of the Month)
- Microsoft Certified Professional (MCP) ID-5823725
- Microsoft Office Specialist (MOS)
- AWS Certified Cloud Practitioner (ZWT1E41VNVQCGD)