

CHRISTOPHER HERRERA MAGANA

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Stamp 4 Visa

About Me

Cloud Support Engineer II at AWS with 3.5 years of experience in cloud infrastructure, automation, and support engineering. Specialized as SME for Amazon EFS, leading major escalations, mentoring global teams, and driving support innovation through internal tooling. Currently contributing as the Support Experience Owner (SXO) for EFS, where I work closely with SDEs to design and refine tooling that improves visibility into customer environments and accelerates troubleshooting. Recognized for continuous impact, including two promotions and a Lead Quality Champion award. I've completed foundational training in Java, Python, and HTML/CSS, and actively apply knowledge from AI/ML certifications and AWS MLU courses to build scalable and responsible AI-driven support solutions.

Work Experience

Amazon Web Services (AWS) – Dublin, Ireland

Cloud Support Engineer II (promoted from CSE I and CSA) | Oct 2021 – Present

- SME for Amazon EFS, owning 30+ critical escalations; maintained 97.4%+ CCR with 200+ 5-star ratings.
- Led internal tooling initiatives as SXO, collaborating with SDEs to improve visibility and automate support diagnostics.
- Completed internal SDE bootcamp (Java, Python, HTML/CSS, OOP) and applied these skills to develop internal support tooling.
- Mentored 6+ engineers globally, authored internal Wikis, and contributed to successful team promotions.
- Used Azure and IBM AI certifications to enhance documentation and troubleshoot multi-cloud environments.
- Delivered talks and training sessions that improved case handling efficiency and cross-service knowledge sharing.

Education

MSc Cloud Computing – SaaS | National College of Ireland | Jan 2019 – Feb 2021

Dissertation: Developed a Python-based automation tool ('Follow-up') deployed on AWS to enhance EC2 Auto Scaling responsiveness. Leveraged Machine Learning and Natural Language Understanding (NLU) to translate CPU metrics into human-readable signals for more intuitive scaling decisions. Technologies: Python, AWS EC2, CloudWatch, Lambda, Boto3, Auto Scaling, CloudFormation. Impact: Achieved a 19% faster scale-out response compared to standard CloudWatch policies, demonstrating improved elasticity and decision transparency.

Projects

- Automated EFS-EC2 Inventory Report – Developed a Lambda-based system using Python, Boto3, and EventBridge to generate real-time reports of EFS and EC2 resources. Technologies: AWS Lambda, Amazon S3, CloudFormation, CloudWatch Logs, VPC Flow Logs. Impact: Reduced manual reporting, improved operational awareness, and streamlined support diagnostics.

Article -

<https://medium.com/aws-tip/automated-efs-ec2-inventory-report-4bfa99f2a7f3>

- EFS 'noesvport' Compliance Checks – Built an automation tool using AWS Config and Lambda to verify mount compliance across all EFS instances. Technologies: AWS Config, AWS Lambda, Python, SSM Parameter Store. Impact: Proactively identified misconfigurations, reduced escalation volume, and improved network reliability.

Article -

<https://medium.com/aws-tip/automated-efs-noesvport-compliance-checks-736ddb394592>

Certifications & Applied Training

Certified in AWS Solutions Architect, Developer, and SysOps; Microsoft Azure Fundamentals & AI; IBM AI Fundamentals; and Python (PCEP). Applied this knowledge to resolve customer issues, build automation tooling, and optimize cloud architecture. Completed advanced internal training from AWS Machine Learning University (MLU), including LangChain, Bedrock, Prompt Engineering, and Deep Learning. Ongoing learning includes Responsible AI and Fine-tuning LLMs for practical, scalable GenAI applications.