

# Chris Goetz

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## Summary

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I am a Principal Cloud Engineer at AWS with a proven track record of solving complex technical problems, influencing product strategy, and driving industry-leading customer outcomes. My expertise lies in designing and implementing robust, scalable, and cost-effective cloud solutions for global-scale environments. I thrive on deconstructing ambiguous challenges and architecting elegant solutions that push the boundaries of technology while delivering tangible business value.

## Skills

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Cloud Computing: AWS (EC2, EBS, S3, IAM, RDS, VPC, CloudFormation, Lambda, ELB, Route 53), GCP  
Infrastructure as Code: Terraform, CloudFormation, Ansible, CDK  
Programming & Scripting: Python, Bash, Java, PowerShell, PHP, Perl  
Containers & Orchestration: Docker, ECS, EKS  
Observability: CloudWatch, Grafana, Prometheus, ELK Stack, PRTG, Splunk, New Relic, Wireshark  
Databases: PostgreSQL, MySQL, DynamoDB, MS SQL, SQLite  
Networking: VPN, BGP, DNS, Load Balancing, HAProxy  
Security: IAM Policies, KMS, Encryption, Compliance Best Practices  
DevOps: CI/CD, Jenkins, Blue-Green Deployments, Rollback Strategies  
Operating Systems: Linux (RHEL, Solaris), Unix, AIX, Windows Server  
Virtualization: VMware, KVM, XEN, Hyper-V

## Experience

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Principal Cloud Support Engineer, Amazon Web Services (AWS) – REMOTE 2024 – Present

- Lead resolution of highly ambiguous technical issues spanning multiple AWS services, often with no clear owner.
- Architect and execute strategic technical initiatives by providing critical industry context to senior leadership, directly influencing product roadmaps and long-term technology decisions to enhance customer success and mitigate business risk.
- Drive support strategy for high-profile customers, delivering guidance during critical escalations and influencing AWS service teams to remove customer pain points.
- Influence long-term roadmap and feature direction of AWS services through engagement with service team leadership.
- Lead the resolution of mission-critical, significantly complex, and often undefined technical escalations for AWS's largest clients, deconstructing ambiguous problems into actionable solutions to ensure service robustness, stability, and scalability.
- Design and implement scalable support frameworks, mechanisms, and operational best practices across the organization, eliminating systemic bottlenecks and enabling a force-multiplier effect on global support teams.
- Spearhead the professional development of the global engineering community by mentoring senior engineers, performing Principal-level promotion assessments, and disseminating knowledge on emerging technology trends and operational best practices.
- Drive the diagnosis and resolution of endemic, multi-system technical issues, architecting exemplary solutions that balance cost-effectiveness, architectural complexity, and long-term customer value.
- Create, launch, and evangelize tooling and operational processes to streamline repetitive efforts and scale support operations.
- Represent AWS Support in customer briefings, large-scale events, and executive-level escalations.

Senior Cloud Support Engineer, Amazon Web Services (AWS) – REMOTE

2021 – 2024

- Led the end-to-end design and delivery of simplified solutions in complex technical spaces, working with a high degree of autonomy.
- Drove the resolution of complex business and technology problems, clearing blockers and escalating when appropriate to ensure timely delivery.
- Mentored and developed junior engineers, improving their skills, knowledge, and ability to get things done.
- Simplified and drove the use of best practices and operational excellence procedures, identifying and optimizing processes to improve team efficiency.
- Influenced and force-multiplied by dividing large problems into sub-problems that could be worked in parallel by multiple engineers.

Cloud Support Engineer, Amazon Web Services (AWS) – REMOTE 2013 – 2021

- Provided high-quality technical support for a wide range of AWS services, including EC2, S3, VPC, and RDS, for enterprise-level customers.
- Drove customer communication during critical events, and applied advanced troubleshooting techniques to provide unique solutions.
- Worked independently to handle enterprise cases of all severities, assessing customer technical practices and recommending methods for effective service operations.
- Became a Subject Matter Expert (SME) in one or more services, handling escalations and reviewing cases related to my area of expertise.
- Created effective public content, including knowledge-base articles, how-to videos, and technical articles for the AWS customer community.

UNIX/Linux Administrator, Sr Consultant, Allstate Insurance – Northbrook, IL 2012 – 2013

- Managed the lifecycle of over 3,500 Red Hat Enterprise Linux and Solaris systems, including patching, software installation, and troubleshooting.
- Developed and maintained complex shell, Perl, and Python scripts to automate server infrastructure.
- Collaborated with a geographically dispersed team in a follow the sun workflow to optimize infrastructure and minimize downtime.

Gaming Systems Linux/Unix Engineer, Kewadin Casinos – Sault Ste. Marie, MI 2005 – 2012

- Provided 24x7 operational coverage for a complex network of AIX, Red Hat Enterprise Linux, and other mixed Linux distributions.
- Maintained the LAN, including daily monitoring for system failures, data backups, performance tracking, and hardware/software upgrades.
- Supported multiple operating systems and virtualization technologies, including Linux, UNIX, AIX, AS/400, Windows, Mac OS, Hyper-V, VMware ESX, and KVM.

## Projects

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### VoIP & Messaging Communications Platform

- Designed and deployed a highly available, event-driven messaging platform integrating Twilio, VoIP.ms, and DIDWW. Built on AWS Lambda, SQS, and API Gateway, the solution supports SMS, MMS, and voice with retry logic, billing via Stripe, and full JWT-based authentication.

### Self-Hosted Infrastructure Automation

- Automated deployments for WireGuard VPN, Pi-hole DNS filtering, and Authentik SSO using Docker Compose and Terraform across hybrid environments (GCP, AWS, local). Includes CI/CD workflows for configuration updates and a storage cluster (JBOD) using software RAID (mdadm), SMART monitoring, and email alerting.

## Certifications

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- AWS Certified Solutions Architect – Professional
- AWS Certified DevOps Engineer – Professional
- AWS Certified SysOps Administrator
- ITIL Foundations v3

## Education

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Lake Superior State University – Sault Sainte Marie, MI

2008 – 2012

Bachelor of Science in Computer Networking, Associate of Science in Computer Science