DREW LAUCK Westlake, OH 44145 | (419) 303-6266 | drewlauck92@gmail.com
LinkedIn | GitHub | Portfolio

PROFESSIONAL SUMMARY

Cloud and Support Engineer with hands-on experience managing infrastructure across AWS, Windows, and Linux. Comfortable wearing multiple hats—whether troubleshooting CMS platforms like WordPress and Kentico, or scripting in Python and SQL to automate workflows. Known for bridging gaps between dev teams and end users, with a focus on documentation, reliability, and scalable solutions.

SKILLS

Cloud & Infrastructure: Azure, VMware, DNS Management, Active Directory, CI/CD (GitHub Actions), Virtualization
Web & CMS Platforms: WordPress, Kentico, Sitefinity, IIS, Hosting Migrations
DevOps & Tools: Kubernetes, Docker, Infrastructure as Code, Git, Datadog, Bash
Scripting & Automation: Python, SQL, PowerShell, AWS/Azure CLI
Monitoring & Support: Linux, Windows, macOS, Remote Diagnostics, Zendesk, Salesforce
Soft Skills: Documentation, Team Collaboration, Issue Resolution

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PROFESSIONAL EXPERIENCE

Delinea – Tier 2 Technical Support Engineer
Remote | Oct 2023 – Sept 2024

- Provided advanced support for Azure-integrated access management systems.

- Diagnosed issues with the client's private access management setup

- Collaborated with dev teams to troubleshoot and replicate bugs

- Assisted with training new hires

thunder::tech – SysOps Support Developer II
Cleveland, OH | Mar 2023 – Oct 2023

- Managed and maintained CMS environments (WordPress, Kentico, Sitefinity), including upgrades, patching, and performance optimizations

- Managed system administration tasks on Windows and Linux virtualized servers, including backup setup, service monitoring, and applying security updates

- Responsible for auditing clients' web applications and infrastructure for security enhancements and providing them a detailed list of actions we could take, along with how long it would take to complete each task

- Conducted infrastructure audits and cloud resource assessments to identify cost and performance optimizations

- Created technical documentation for peers to utilize for training and best practices

- Responsible for investigating outages and implementing solutions to restore service

thunder::tech – SysOps Support Developer
Cleveland, OH | Dec 2022 – Mar 2023

- Supported CMS-driven web applications and ensured seamless deployment

- Responsible for triaging tickets to support and application developers based on priority and difficulty

- Created staging sites for developers to help with testing

- Collaborated with developers to perform QA on new features and/or launches for web applications

Freelance & Earlier Developer Roles
2016 – 2022

- Developed websites and apps using modern stacks: React, Node.js, Express, SQL

- Used Git for version control and CI workflows

- Integrated cloud-hosted services and APIs for web applications

- Built CMS templates and performed hosting migrations

Discover Financial Services – Bank Fraud Analyst
New Albany, OH | Apr 2016 – Jun 2018

- Analyzed and resolved fraudulent activities

- Used internal tools to detect and flag high-risk behaviors

- Spoke with customers to assist them with next steps

EDUCATION

Case Western Reserve University
Full Stack Web Development Bootcamp | Apr 2019

Lima Central Catholic High School
High School Diploma | May 2011

CERTIFICATIONS

- Kentico 12 Portal Engine for Developers

- Kentico Xperience Customization for Developers

- Full Stack Web Development Coding Bootcamp - CWRU

PROJECTS

- **SpaceX Launch:** React app using Apollo Client and GraphQL for real-time launch data; clean UI, query caching, and seamless UX

- **AWS Cost Dashboard:** Streamlit app and CLI for AWS billing insights with secure credential handling

- **Lambda Image Resizer:** AWS Lambda + Sharp for automatic image resizing in S3 buckets

- See more at GitHub

AWARDS

- Q2 Customer Service Award – thunder::tech

PUBLICATIONS

- "Movers & Shakers, Vol. 3 – thunder::tech Blog"
  thunder::tech Blog