

# Drew Lauck

📍 Westlake, OH 44145 | 📞 (419) 303-6266 | ✉️ [drewlauck92@gmail.com](mailto:drewlauck92@gmail.com)  
🔗 [LinkedIn](#) | [GitHub](#) | [Portfolio](#)

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## Professional Summary

Cloud and Support Engineer with hands-on experience managing infrastructure across AWS, Windows, and Linux. Adept at troubleshooting CMS platforms (WordPress, Kentico), scripting in Python and SQL, and automating workflows. Known for bridging gaps between dev teams and end users, with a focus on documentation, reliability, and scalable solutions.

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## Technical Skills

**Cloud & Infrastructure:** Azure, AWS, VMware, DNS, Active Directory, CI/CD (GitHub Actions)

**DevOps & Tools:** Kubernetes, Docker, Infrastructure as Code, Git, Datadog

**Web & CMS Platforms:** WordPress, Kentico, Sitefinity, IIS, Hosting Migrations

**Scripting & Automation:** Python, SQL, PowerShell, Bash, 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 private access management issues and collaborated with dev teams to replicate bugs
- Assisted in onboarding and training new hires

**thunder::tech** – *SysOps Support Developer II*

*Cleveland, OH | Mar 2023 – Oct 2023*

- Managed CMS environments (WordPress, Kentico, Sitefinity) and performed upgrades and optimizations
- Administered Windows/Linux servers, backups, monitoring, and security updates

- Conducted infrastructure audits and cloud assessments for cost/performance improvements
- Authored technical documentation and led outage investigations

**thunder::tech** – *SysOps Support Developer*  
Cleveland, OH | Dec 2021 – Mar 2023

- Supported CMS-driven web applications and deployment processes
- Triaged support tickets and collaborated on QA for new features
- Installed and monitored WAFs for clients

**thunder::tech** – *Digital Support / .NET Developer*  
Cleveland, OH | Aug 2020 – Dec 2021

- Triaged technical support tickets and communicated with clients
- Assisted with equipment setup and investigated low-to-medium severity cases

**Freelance & Early Roles** – *Web Developer*  
Cleveland, OH | 2016 – 2020

- Built websites/apps using React, Node.js, Express, SQL
- Integrated APIs, performed hosting migrations, and used Git for CI workflows

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

- Investigated fraudulent activity and supported customers through resolution

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## Education & Certifications

**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

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## Projects

- [SpaceX Launch](#): React + Apollo Client + GraphQL for real-time launch data
- [AWS Cost Dashboard](#): Streamlit app + CLI for AWS billing insights

- [Lambda Image Resizer](#): AWS Lambda + Sharp for S3 image resizing
  - [Weather Application](#): React + Python + Flask for real-time weather data based on user city, state input.  
 See more on [GitHub](#)
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## Awards & Publications

- **Q2 Customer Service Award** – thunder::tech
  - **Publication**: “Movers & Shakers, Vol. 3” – thunder::tech Blog
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