

DIEGO PARRA

Cloud Engineer & Software Developer

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SUMMARY

Detail-oriented cloud engineer and software developer with over 300 training hours of experience in cloud computing and further capability with IT operations, project management, and full-stack web development. Proven track record of delivering results and exceeding expectations through collaborative cross-functional teamwork, agile methodologies, and emerging technologies. Adept at identifying and resolving complex technical issues with efficiency and accuracy. Proficiency in Amazon Web Services, Docker, Kubernetes, CI/CD, Ansible, Terraform, Linux, Python and SQL. Possess excellent interpersonal skills and the ability to empathize with customers to create impactful solutions. Seeking to leverage my skills and experience to contribute to a dynamic organization that values innovation and excellence.

SKILLS

Cloud

AWS CloudFormation

Git

AWS Systems Manager

SQL

AWS CloudWatch

DevOps

AWS Cloudtrail

Docker

Kubernetes

CI/CD (Jenkins)

Ansible

Terraform

Linux

Python

Bash Scripts

Powershell

CLI

Frontend

HTML5

CSS3

Javascript

Bootstrap

MaterialUI

React.js

jQuery

Next.js

Backend

Express

Node.js

MongoDB

SQL

MySQL

PostgreSQL

Flask

Django

RESTful APIs

Technical

SCRUM

Troubleshooting

Help Desk

Networking

ITIL

ServiceNow

System Admin

Agile PM

Product Management

EXPERIENCE

IT Operations Analyst

Environmental Solutions Group (Dover Corporation)

- 📅 02/2023 - Ongoing

📍 Chattanooga, TN
- Support end user processes and ticketing for IT support across seven corporate entities for more than 15,000 employees, working closely with the Business Application Manager to ensure technology infrastructure supports organizational project goals.
 - Design workflows and process strategies to improve targeted business performance, while monitoring and measuring operational IT performance.
 - Coordinate IT SoX Controls compliance for IT infrastructure and work with 3rd party vendors to ensure IT operational performance across the enterprise.
 - Compile and present management reports on IT Operations performance including metrics and project deliverable status.
 - Serve in a project management capacity for IT initiatives. Lead cross-functional teams, utilizing a diverse range of technologies and methodologies such as networking, troubleshooting, system administration, ITIL framework, security protocols, scripting, and development.

Health Navigator - Digital Lead

BlueCross BlueShield of Tennessee

- 📅 08/2022 - 02/2023

📍 Chattanooga, TN
- Conducted educational calls and referred members to health programs. Managed digital work queues and analyzed inquiries/complaints. Led digital outreach efforts to identify at-risk members. Trained and coached team members on digital tools and processes.

Front End Developer (Intern)

Chosn Relationships

- 📅 10/2022 - 01/2023

📍 Remote
- Collaborated with various teams to execute a growth strategy for the Chosn web app. Participated in development sprints and tracked user engagement and development growth.

Software Engineer Apprentice

100Devs

- 📅 08/2022 - 01/2023

📍 Remote
- Collaborated with teams to build modern, responsive web applications using best practices to increase productivity by 20%. Applied agile methodologies such as SCRUM for project management to build semantically structured full-stack web applications.

International Operations Specialist

Steam Logistics

- 📅 02/2022 - 08/2022

📍 Chattanooga, TN
- Managed end-to-end service for multiple accounts using CargoWise and Salesforce, averaging 100+ shipments per week at 98% QA audit results with minimal financial loss. Provided efficient solutions to decrease cost exposure throughout the supply-chain process. Utilized full understanding of ocean and/or airfreight rates and carriers to provide cost-effective solutions to clients.

Benefit Specialist - Long Term Disability

Unum

- 📅 06/2020 - 01/2022

📍 Chattanooga, TN
- Managed a high caseload of complex claims and obtained appropriate sign offs. Ensured appropriate eligibility requirements, liability decisions, and payee. Optimized results and verified ongoing liability while developing strategies for return-to-work opportunities as appropriate.

CERTIFICATIONS

IBM Cybersecurity Analyst

Coursera, March 2023

Google IT Support

Coursera, March 2023

EDUCATION

Bootcamp, Cloud Engineering

Generation USA

- 📅 02/2023 - Ongoing

📍 Remote
- Currently enrolled. Upon completion of this 18 week cloud engineering bootcamp, I will have spent over 300 hours learning and gaining experience in cloud computing.
 - Knowledge of Networking, Linux, Python, Flask, AWS, DevOps, Git, Docker, Kubernetes, and Terraform to support IT operation related cloud-based environments.

Full-Stack Web Development

Zero To Mastery Academy

- 📅 09/2022 - 01/2023

📍 Remote
- Completed over 40+ hours of coursework to learn full-stack web development from project initiation to deployment. Built 10+ web development projects, while learning best practices for semantically-written, clean & bug-free code.

Bachelor of Arts, Global Policy & International Studies

Southern Adventist University

- 📅 2009 - 2016

📍 Collegedale, TN
- Studied topics such as global health policy, global politics, international relations, sustainable development, and international aid.
 - Completed two semesters of coursework (Aug. 2011 - June 2012) at Istituto Avventista Di Villa Aurora in Florence, Italy, while improving Italian language skills through immersion.
 - Senior Thesis: 'Climate Change and Future Implications on Conflict and Migration'

PROJECTS

AI Image Generator

- 🔗 <https://open-ai-image-generator-dparra801.vercel.app/>

HTML, CSS, JavaScript, React, Express, Postman, RESTful API

 - A full-stack web application that makes use of OpenAI's AI model to generate original images utilizing user text prompts.

QR Code Generator

- 🔗 <https://qr-code-generator-dparra801.vercel.app/>

HTML, Tailwind CSS, JavaScript

 - This is web application that generates a usable QR code to direct users to a requested website.

Simple Weather App

- 🔗 <https://simple-weather-app-dparra801.vercel.app/>

HTML, Tailwind CSS, JavaScript, RESTful API

 - A simple weather web application where users can input a specific city and receive basic weather information such as temperature, weather condition, humidity, and wind speed.