

ANDRE GRAHAM

CLOUD-FOCUSED SOFTWARE ENGINEER | .NET, REACT & AZURE

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SUMMARY

Cloud-focused engineer with experience supporting .NET/SQL applications, troubleshooting API-driven systems, and building automation across cloud environments. Hands-on exposure to C#, React, and Azure services through coursework and portfolio projects, including cloud dashboards and multi-cloud IaC pipelines. Skilled in diagnosing distributed systems, working with RESTful integrations, and contributing to CI/CD workflows using GitHub Actions, PowerShell, Python, and Terraform. Known for fast learning, strong problem-solving, and a collaborative mindset—ready to contribute to modernizing applications into scalable, cloud-native solutions.

SKILLS & TOOLS

- **Full-Stack & API Development:**
C#, .NET Core, SQL Server, REST APIs, Windows Server, Postman, JavaScript/TypeScript, React, Git/GitHub, debugging & log analysis (Sumo Logic, CloudWatch, Kibana).
- **Cloud Tools:**
Azure (CosmosDB, Functions, Storage, SQL, App Services) Terraform, GitHub Actions, serverless patterns, hybrid-cloud integrations, cloud architecture fundamentals.
- **CI/CD & Automation Tools:**
PowerShell, Python, Bash, Terraform, GitHub Actions, Azure DevOps, automated diagnostics, build/test workflows, version control, environment validation.

EXPERIENCE

May 2025 - Present

Auctane

Technical Escalations Specialist (Tier III)

- Configure and support on-premises and cloud environments—including AWS Lambda workflows, DynamoDB telemetry, and API Gateway integrations—to keep ShipWorks' distributed platform stable and performant.
- Build and maintain automation scripts in Python, PowerShell, and Bash to streamline diagnostics, reduce manual investigation, and support CI/CD and infrastructure workflows.
- Monitor system performance and application health using CloudWatch, Sumo Logic, and Kibana; analyze logs and metrics to troubleshoot latency, integration failures, and distributed system issues.
- Collaborate with Engineering, DevOps, and Product teams on deployments, issue reproduction, documentation, and process improvements to ensure smooth application releases and reliable cloud operations.

Auctane

User Escalations Specialist (Tier II)

Jan 2022 - May 2025

- Troubleshoot escalated issues from Tier I across SQL databases and cloud-connected desktop environments, ensuring stable integrations and reliable system performance.
- Worked directly with developers to reproduce issues, capture logs, and provide clear technical documentation for engineering review and deployment readiness.
- Created automation scripts (Python/PowerShell) to streamline database/API tasks.
- Validated configurations and monitor application behavior during updates to support smooth deployments and minimize customer impact.

Auctane

Merchant Support Advocate (Tier I)

May 2019 - Jan 2022

- Delivered frontline support for ShipWorks, diagnosing issues involving SQL databases, API integrations, Windows Server environments, and network connectivity.
- Created internal SOPs and troubleshooting guides that improved ticket quality and reduced resolution times across the support team.

EDUCATION

Western Governors University

B.S. in Cloud Computing
10/2021 - 09/2025

CERTIFICATIONS

- AWS Cloud Practitioner & Solutions Architect - Associate
- AWS Solutions Architect-Associate
- Microsoft Azure Administrator Associate
- CompTIA Cloud+, Security+, Network+, A+
- ITIL v4 Foundation
- Linux Foundation Certified IT Associate (LFCA)