

# Andre Graham he/him

CLOUD ENGINEER

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ST. LOUIS, MO

## EXPERIENCE

### AUCTANE: TECHNICAL ESCALATIONS SPECIALIST (TIER III)

MAY 2025- PRESENT

- Identify emerging issues using monitoring tools such as AWS CloudWatch, Sumo, ELK, and other internal APIs/tools.
- Migrate databases for enterprise-level customers from on-premises to cloud hosted providers such as AWS and Azure.
- Mentor Tier I and Tier II specialists, promoting adoption of cloud-first tools and best security practices.

### AUCTANE: USER ESCALATIONS SPECIALIST (TIER II)

JAN 2022 - MAY 2025

- Managed escalations from Tier I teams, performing SQL database maintenance via SSMS and remote tools.
- Used ticketing systems such as ZenDesk to identify trends and Jira to document defects.
- Delivered virtual training, created technical documents using Atlassian and Paligo, ensuring alignment across Product, Support, and Engineering teams.

### AUCTANE: MERCHANT SUPPORT ADVOCATE (TIER I)

MAY 2019 - JAN 2022

- Supported users by troubleshooting ShipWorks software using SQL, C#, Python and other scripting tools.
- Provided custom reporting via HTML, CSS, and XSLT.
- Completed Professional Development Program in Product Management department.

### CENTERCO OFFICE SUITES: PROPERTY MANAGER

FEB 2018 - MAY 2019

- Increased lease renewals by 15% within five months through market-driven initiatives.
- Strengthened community and vendor partnerships to boost referrals and operational efficiency.
- Managed company website and tenant database, serving as the in-house IT resource.

## EDUCATION

WESTERN GOVERNORS UNIVERSITY

B.S. in Cloud Computing

ITILv4 - ITIL® Foundation Certificate in IT Service Management

## CERTIFICATIONS

