

ANDRE GRAHAM

CLOUD | DEVOPS | FULL-STACK ENGINEER



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SUMMARY

Cloud & DevOps Engineer who learns by building and breaking systems to understand how they really work. Experienced supporting .NET/SQL and cloud-hosted environments in production, diagnosing failures across AWS workloads, and turning those insights into troubleshooting automation and repeatable fixes. I've built cloud-focused engineering projects using Terraform, GitHub Actions, Docker, and Spring Boot, and document everything so others can build on it instead of starting from zero.

EXPERIENCE

5/2025 - Present

Auctane

Technical Escalations Specialist (L3)

- Troubleshoot failures across distributed **.NET/SQL, API, and cloud environments**, using **CloudWatch, Sumo Logic, Kibana, and DynamoDB** to reduce MTTR and reproduce issues in controlled environments.
- Use learnings from incidents to **design automation (PowerShell, SQL, Python, C#)** and document durable fixes into engineering workflows.
- Build & maintain reusable test/integration environments to validate changes before targeting production.
- Provide QA-style validation using real enterprise failures to help Engineering refine fixes and improve troubleshooting workflows before release.

1/2022 - 5/2025

Auctane

User Escalations Specialist (L2)

- Diagnose **SQL, API, and Windows Server issues** and document findings in Jira/Confluence for secure, traceable fixes.
- Automate repetitive workflows using **Python** and **PowerShell** to improve consistency and reduce manual effort.
- Validate deployments and identify environment gaps before and after releases.
- Maintain **SOPs, Confluence and internal KBs** to improve documentation quality and cross-team alignment.

5/2019 - 1/2022

Auctane

Merchant Support Advocate (L1)

- Delivered frontline technical support for ShipWorks users, troubleshooting SQL issues, interpreting API errors, and customizing database.
- Identified patterns in recurring issues and escalated high-impact cases with clear, reproducible details to L2/L3 teams.
- Completed **Professional Development Program** in Product Management and achieved **Scrum certification**.

PROJECTS

- **Resume Website** - Interactive React portfolio
- **Cloud Health Dashboard** - Dashboard that models cloud service health and incident status for real-world monitoring scenarios.
- **Multi-Cloud IaC Platform** – Automated AWS + Azure provisioning system built with Terraform and GitHub Actions for on-demand environment creation.
- **Cloud Drift** – Drift detection tool that surfaces cloud changes in AWS and reduces costs using Terraform, GitLab and Docker.
- **Flexible Payment App** – Full-stack Java calculator with a Spring Boot backend.
- GitHub Repository - [www.github.com/dregraham](https://github.com/dregraham)

SKILLS & TOOLS

- **Cloud & Infrastructure:** AWS, Azure, Windows/Linux Administration, IAM, Azure AD, Active Directory
- **Automation & Scripting:** Python, PowerShell, Bash, JavaScript, SQL Scripting
- **IaC & CI/CD:** Terraform, GitHub/GitHub Actions, GitLab CI, Docker, pipeline validation & testing, deployment troubleshooting, secure workflow documentation
- **Monitoring & Logging:** CloudWatch/EventBridge, Sumo Logic, Kibana, Elastic Stack
- **Networking:** VPN, Routing, Subnets/VPC, ACLs, Security Groups, DNS
- **Documentation & Collaboration:** Jira, Confluence, ZenDesk, Paligo, SOP & KB creation

EDUCATION

Western Governors University

2019 - 2025

Bachelor of Science in Cloud Computing

CERTIFICATIONS

- AWS Cloud Practitioner (**CLF-C01**)
- AWS Solutions Architect Associate (**SAA-C03**)
- Microsoft Azure Administrator Associate (**AZ-104**)
- Microsoft Azure Fundamentals (**AZ-900**)
- CompTIA Cloud+, Security+, Net+ & A+
- **ITILv4**
- Linux Foundation Certified IT Associate (**LFCA**)
- Certified ScrumMaster® (Scrum Alliance)