

ANDRE GRAHAM

CLOUD SUPPORT ENGINEER | AWS & AZURE | PYTHON, AUTOMATION & APIS

Andre.Graham709@gmail.com | 314.899.7668 | [linkedin.com/in/dre.graham](https://www.linkedin.com/in/dre.graham) | St. Louis, MO

SUMMARY

Results-driven Support Engineer skilled in troubleshooting database, application, and network issues. Experienced with AWS observability tools and certified in both **AWS** and **Azure**. Proficient in Python and PowerShell automation to reduce manual workloads and accelerate incident resolution. Adept at diagnosing API and infrastructure issues, improving visibility through **CloudWatch**, Sumo Logic, and Kibana, and partnering with engineering teams to deliver long-term stability and customer-focused solutions.

SKILLS

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| ➤ Cloud Platforms:
AWS (DynamoDB/Redis, S3, CloudWatch)
Azure (CosmosDB, ARM) | ➤ Monitoring: AWS CloudWatch, Sumo Logic, Kibana, ELK Stack | ➤ Automation & Infrastructure: CI/CD Pipelines, PowerShell, Python, Terraform, GitHub Actions |
| ➤ Collaboration: Jira, Confluence, Slack, Agile/Scrum certification | ➤ Database & Data Tools: SQL Server, MySQL, AWS DynamoDB & Redis, Azure Cosmos DB | ➤ Networking & Security: VPCs, subnets, routing, security groups, IAM policies, DNS (Route 53), load balancing |

EXPERIENCE

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Technical Escalations Specialist (Tier III)

May 2025 - Present

- Utilize **AWS Lambda** functions to securely retrieve diagnostic data from customer databases, supporting faster triage and root-cause analysis.
- Query **DynamoDB** tables that store telemetry data to make sure records stay current and don't cause throttling or performance issues.
- Monitor cloud service health and API latency across ShipWorks infrastructure using tools such as Postman, Fiddler, AWS CloudWatch, Sumo Logic, and Kibana, correlating logs for quicker incident detection and resolution.
- Partner with **Engineering and Product Management** teams to evaluate customer feature requests, offer technical insight into feasibility and impact, and report recurring incidents with proposed long-term solutions to improve product stability and user experience.
- Lead technician for **incident investigation** involving cross-brand collaboration, detailed documentation, proposed long-term remediations and create actionable Jira tickets for Engineers.
- Mentor Tier I and Tier II specialists in AWS fundamentals, log analysis, and escalation workflows to elevate support maturity across teams and streamline customer interactions.
- Collaborating with management on a proof-of-concept project to identify and implement an AI-powered tool that assists support representatives in diagnosing and resolving customer issues more efficiently.

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Jan 2022 - May 2025

User Escalations Specialist (Tier II)

- Managed triage escalations from Tier 1 using SQL, SSMS, and remote diagnostic tools.
- Used Sumo Logic, ZenDesk, and Jira to identify software defects, document findings, and provide feedback to development teams.
- Contributed to process improvement through automation scripts and updated internal SOPs in **Confluence**.

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May 2019 - Jan 2022

Merchant Support Advocate (Tier I)

- Provided technical support for end users, resolving API, SQL, and database issues within ShipWorks software.
- Developed custom HTML/XSLT reports and helped build an internal DynamoDB rollback automation tool as part of a 2023 Professional Development Program.

EDUCATION

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

CERTIFICATIONS

- AWS Cloud Practitioner
- AWS Solutions Architect-Associate
- Microsoft Azure Administrator Associate
- CompTIA Cloud+, Security+, Network+, A+
- ITIL v4 Foundation