

ANDRE GRAHAM

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

Andre.Graham709@gmail.com | 314.899.7668 | [Portfolio](#) | [LinkedIn](#) | St. Louis, MO

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

Jan 2022 - May 2025

User Escalations Specialist (Tier II)

- Troubleshot 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

May 2019 - Jan 2022

Merchant Support Advocate (Tier I)

- 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)