

ANDRE GRAHAM

CLOUD ENGINEER



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SUMMARY

I'm a cloud-focused engineer who thrives on solving hard problems and keeping systems resilient. I bring hands-on experience supporting on-prem & cloud applications, automating workflows, and guiding teams through incident analysis and performance tuning across AWS and Azure. I'm skilled in Python, PowerShell, Terraform, and Bash, with a strong grasp of IaC, CI/CD practices, and Agile frameworks.

EXPERIENCE

- 5/2025 - **Auctane**
Present Technical Escalations Specialist (L3)
- Use Sumo Logic, Kibana, and CloudWatch to analyze logs, trace incidents, optimize performance, and support cloud migration-related escalations.
 - Collaborate with Engineering, DevOps, and Product teams on deployments, issue reproduction, documentation, and process improvements to ensure smooth application releases and reliable operations.
 - Assist in code review, QA of software before deployment and other engineering projects.
- 1/2022 - **Auctane**
5/2025 User Escalations Specialist (L2)
- Handled escalations from L1 for database customization, API errors and environment issues.
 - Created automation scripts (Python/PowerShell) to streamline database/API tasks.
 - Collaborated with developers to reproduce application issues and support distributed application performance improvements.
- 5/2019 - **Auctane**
1/2022 Merchant Support Advocate (L1)
- 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.
 - Completed a Professional Development Program for Product Management.

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+
- ITIL v4 Foundation (ITIL-4-FND)
- Linux Foundation Certified IT Associate (LFCA)
- SCRUM Certified

SKILLS

- **Cloud, Infrastructure & Platform Tools:** AWS Console, Azure Portal, Terraform CLI, GitHub Actions, Docker Desktop, Azure Cloud Shell, LocalStack, SQL Server Management Studio, Azure Data Studio
- **Development & Automation Tools:** Visual Studio, VS Code, Git/GitHub, Postman, Node.js, React, Python, PowerShell, Bash, npm/yarn
- **Monitoring, Logging & IT Operations:** CloudWatch, Sumo Logic, Kibana, ELK Stack, Jira, Confluence, ServiceNow/Zendesk, Intune/Endpoint Manager (exposure), Office 365 Admin Center

PROJECTS

- **Resume** - React-based resume website
- **Cloud Health Dashboard** - AWS-inspired service health & monitoring simulation
- **MultiCloud IaC** - Terraform + GitHub Actions pipeline for AWS & Azure
- **GitHub:** github.com/dregraham