ANDRE GRAHAM

CLOUD ENGINEER

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SUMMARY

Cloud engineer skilled in resolving complex technical issues across on-prem and cloud environments. Experienced in automation, incident analysis, and performance optimization using Python, PowerShell, Terraform, and Bash. Strong background in CI/CD and Agile delivery with consistent 90%+ customer satisfaction.

EXPERIENCE

5/2025 - Present

Auctane
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, incident resolution, 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 - 5/2025

Auctane
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 - 1/2022

Auctane
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
- Linux Foundation Certified IT Associate (LFCA)
- Certified ScrumMaster® (Scrum Alliance)

TOOLS

- **Cloud Platforms & IaC:** AWS CLI, Azure Portal, Terraform, CloudFormation, ARM, GitHub Actions, Docker, LocalStack
- **Development & Scripting:** Python, PowerShell, Bash, Node.js, Git/GitHub, Postman, npm/yarn
- **Monitoring & Incident Response:** CloudWatch, Sumo Logic, Kibana, ELK Stack, Azure Monitor, Jira, ServiceNow
- **Networking & Diagnostics:** VPC, Subnets, Security Groups/ACLs, Load Balancers
- **Systems & Automation:** Windows Server, SQL Server, Active Directory, Microsoft Intune, Office 365 Admin Center, Linux CLI (working knowledge)

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