

ANDRE GRAHAM

CLOUD SUPPORT & OPERATIONS ENGINEER | AWS & AZURE | AUTOMATION & OBSERVABILITY

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SUMMARY

Cloud Support Engineer with strong experience across AWS and Azure environments, specializing in troubleshooting, automation, and observability. Skilled at leveraging diagnostic tools (**CloudWatch**, **Sumo Logic**, **Kibana**) and scripting (**Python**, **PowerShell**, **SQL**) to resolve complex issues and maintain uptime across distributed systems. Experienced collaborating cross-functionally with engineering, product, and security teams to enhance reliability and streamline escalation workflows. Passionate about cloud operations, data-driven problem solving, and growing into infrastructure automation and DevOps engineering.

SKILLS

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|--|---|---|
| ➤ Cloud Platforms:
AWS (Lambda, DynamoDB, CloudWatch)
Azure (DevOps, ARM) | ➤ Monitoring: AWS CloudWatch, Sumo Logic, Kibana, ELK Stack | ➤ Automation & Infrastructure: CI/CD Pipelines, PowerShell, Python, Terraform, GitHub Actions |
| ➤ Collaboration: ZenDesk, Jira, Confluence, Slack, Agile/Scrum certification | ➤ Database & Data Tools: SQL Server, SSMS, DynamoDB, AWS S3, Azure Storage solutions | ➤ Networking & Security: VPCs, subnets, routing, security groups, IAM policies, DNS (Route 53), load balancing, VPN connectivity, SSL/TLS management |

EXPERIENCE

Auctane

Technical Escalations Specialist (Tier III)

May 2025 - Present

- Utilize **AWS Lambda** functions (via the ShipWorks Hub proxy) to securely retrieve diagnostic data from customer databases for troubleshooting and analytics.
- Check and query DynamoDB tables that store customer diagnostic 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 **AWS CloudWatch**, Sumo Logic, and **Kibana**, correlating logs for incident detection and resolution.
- Partner with Engineering and Product teams as a SME to enhance observability pipelines and automate diagnostics, improving system transparency and reducing mean time to resolution (MTTR).
- Contribute to incident response by investigating issues within AWS resources, providing remediation plans, and documenting recurring patterns in **Jira**.
- Mentor Tier I and Tier II specialists in AWS fundamentals, log analysis, and escalation workflows to elevate cloud support maturity across teams.

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User Escalations Specialist (Tier II)

Jan 2022 - May 2025

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

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Merchant Support Advocate (Tier I)

May 2019 - Jan 2022

- Provided technical support for end users, resolving API, SQL, and integration 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