**RICHARD ARMAH**

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# Summary and Qualifications

A self-motivated Cloud AWS offering 4+ years of experience in Cloud environments with proficiency in cloud orchestration, security, identity & access management, monitoring and event management, governance & compliance, application delivery, data protection, image and patch management, self-service, and ops analytics in AWS platforms. Windows 10, Microsoft Office, Active Directory, Phone Support, Help desk, Ticketing system, Office 365, Desktop, Customer service, technical support.

## Technical skills and technological stack

* **Cloud Orchestration/ Automation / Container Management Tools:** AWS CloudFormation, AWS Lambda, AWS Systems Manager, AWS SSM Parameter Store, Ansible, Docker, Terraform
* **AWS Security:** AWS Security Hub, AWS Guard Duty, AWS Shield, AWS inspector, Amazon Macie, WAF, AWS Firewall Manager, NACLs and SGs
* **Monitoring and Event Management:** AWS CloudWatch (Events and Logs), AWS SNS, AWS CloudTrail
* **Identity & Access Management:** AWS Organization, AWS IAM, Active Directory, AWS Secrets Manager, AWS Connector, Active Directory, SWOT Analysis, AWS Code Pipeline, AWS Code Commit, Code build and Code deploy.
* **Governance & Compliance:** AWS Config Rules, AWS Organization, AWS Control Tower, AWS Trusted Advisor, AWS Well Architecture Tool, AWS Budgets
* **Programming Language:** JSON, YAML, Shell Scripting
* **Data Protection:** AWS KMS, Snapshot Lifecycle Manager
* **Network:** VPC, Virtual Gateway (VGW), Transit Gateway (TGW), Customer Gateway (CGW), Internet Gateway (IGW), NAT (Nat Gateway)
* **AWS AMI & Patch:** AWS SSM Patch Manager
* **Application delivery:** GIT**,** GitHub
* **AWS Platform:** AWS CloudFormation, AWS Lambda, AWS System Manager, S3, VPC, EC2, ELB, RDS, Amazon Aurora, SNS, Route53, CloudFront, Migration, AWS Auto Scaling, Trusted Advisor, CloudWatch, Control Tower etc.
* **Agile project Mgt:** Jira and Slack (for collaborations and feedbacks on jobs)
* **Microsoft Stack:** Advanced and proficient in OneNote, Microsoft PowerPoint, Microsoft Teams, excel, word and PowerPoint (For building and compiling POC)

# Experience

## System ENGINEER | ADVANCED RECOVERY SYSTEMS | FORT LAUDERDALE, florida 10/2021 – PRESENT

* Work on critical, highly complex problems that span multiple cloud computing services.
* Experience with Amazon Web services Creating, configuring, and Managing EC2 and IAM services across AWS Zone.
* Educate customers on shared security and assist them in securing their could environment.
* Advise customers on best practices of using AWS cloud technologies.
* Apply advanced troubleshooting techniques to provide a solution to AWS customers' needs.
* Troubleshoot cloud deployments, recreate issues, and build for the internal AWS team.
* Leverage day-to-day experiences to provide the voice of the customer to internal AWS teams.
* Experience in using version control tools like GIT.
* Environment provisioning solutions using Ansible, Docker
* Maintain deep working knowledge of groundbreaking cloud computing technologies.
* Field and manage technical issues via phone, chat, and email.
* Drive customer communication during critical events.
* Write tutorials, how-to videos, and other technical articles for the AWS support community.
* Hands-on expertise in setting up and configure continuous build processes using Jenkins, Maven, Git
* Automated Deployment to all environments (Dev, QA Test, Demo, Performance Test, and Staging/UAT)
* Hands-on installation of application services: Apache HTTPD, Tomcat, MySQL, MongoDB, nginx and write Automation scripts for configure nginx, Apache Tomcat, MySQL, MongoDB.
* Versioning and Artifactory Repository Management. Keeping track of all builds and versioning the builds for a backup strategy.
* Familiar with Software Development Life Cycle (SDLC) processes.
* Provisioned a highly secured and robust infrastructure on the AWS Cloud using Infrastructure as a Code tool like Terraform.

## SOLUTION SUPPORT ANALYST | NETSMART (OVERLAND PARK, KANSAS) | 05/2019 – 12/2021

* Implemented automation of infrastructure on the AWS cloud using CloudFormation templates, deployed LAMP web apps on Amazon Linux instances, provisioned EC2 instances, created S3 buckets with bucket policy, built RDS database, and assessed applications for exposure and vulnerabilities with Amazon Inspector.
* Implemented AWS Organization to manage multiple AWS accounts, including consolidated billing centrally.
* Implemented security best practices in AWS, including Multi-factor Authentication, access essential rotation, role-based permissions, enforced firm password policy, configured security groups and NACLs, S3 bucket policies, etc.
* Optimized cost through reserved instances, selecting and changing EC2 instance types based on resource need, S3 storage classes, and S3 lifecycle policies, leveraging Auto Scaling, etc.
* Configured CloudWatch alarms rules for operational and performance metrics for our AWS resources and application setup and configured logs files for detail monitoring and alerts notification when changes are made.
* Provide technical support on client solution application questions regarding the company’s software.
* Assisted with monitoring AWS services and resources using CloudWatch, CloudTrail, AWS Config, and AWS SNS.
* Analyze, diagnose, and resolve client questions or problems via various support platforms related to system configurations and setup, product functionality, bugs, and enhancement requests.
* Document problems and solutions to address client or product problems for widespread use throughout the support team.

## ASSOCIATE ANALYST INFORMATION SECURITY OPERATIONS| MASTERCARD (KANSAS CITY, MISSOURI) | 01/2021 – 08/2021

* Design a secured and robust infrastructure in a coded manner using Terraform (infrastructure as code) and Ansible for configuration management of virtual environments.
* Leveraged Jira for bug tracking.
* Designed CICD pipeline using tools like Jenkins, Git/ GitHub, Jira, and Docker registry/ daemon for configuration management and automation using Ansible.
* Implemented security best practices in AWS, including Multi-factor Authentication, access essential rotation, role-based permissions, enforced firm password policy, configured security groups and NACLs, S3 bucket policies, etc.
* Manages the exchange of cryptographic keys and related material between Mastercard and its customers for the enablement and continuity of the services offered.
* Operates the security and critical management systems used by the KMD within the boundaries of operational and security procedures.
* Provides support to internal and external customers on specific technical questions relating to the services and general operational or procedures aspects.
* Stay abreast of current technologies in solutions, design changes, and innovative solutions offered other duties as assigned.
* Participates in the operational set-up of new security services offered by MasterCard and in improving the operational efficiency of existing services.
* The secure processing of transactions using features suchas PIN, CVC, EMV chip, and Pay Pass cryptographic functionality.
* The management of several MasterCard Certification Authorities for the provisioning of PKI certificates used for EMV Chip off-line capabilities, certificates supporting MasterCard internal infrastructure, and Secure Code implementations.

## SOLUTION ANALYST | CERNER CORPORATION (KANSAS CITY, MISSOURI) | 11/2017 – 05/2019

* Implemented and set up AWS Single Sign On to work with Cerner’s active directory for seamless authentication and federation into AWS accounts.
* Created and managed IAM users and Groups, organized Access key and Secret Key, User account policies, handling the MFA.
* Created and managed S3 Buckets, bucket permissions, S3 versioning, and set up Life Cycle Management rules for S3 cost-saving strategies.
* Applies change management skills, including assessments and analysis for organizational adoption, strategic assessment, stakeholder analysis, project risk assessment, quality of care, patient safety, workflow analysis, and communication planning.
* Articulates the benefits of clinical adoption and advises on best practices.
* Analyzes and interprets data to drive clinical adoption and client satisfaction.
* Facilitates the analysis of the current state, future state, and gap analysis.
* Articulates the impact of Cerner solutions on future state workflow, role, and venue.
* Facilitates change management initiatives and evaluates benefits achieved using Cerner solutions.
* Develops and executes various client survey tools, data collection approaches, and brainstorming with other consultants and clients on improvement opportunities and solutions.
* Assists client and consulting team to plan, coordinate, implement, and measure the effectiveness of project transformation through clear, tactical goals and objectives and baseline/benchmarking plans.

# TRAINING AND EDUCATION

## AWS Web Service Architecture

## AWS Certified Solutions Architect – Associate

## Bachelor of Science – CLOUD Computing Expected 2024

## Western Governors’ University, Salt Lake, Utah

## Diploma in Health Information Management/ Coding 05/2015

## Metropolitan Community College -Penn Valley, Kansas City, Missouri

## Associates of Science in Occupational Health 05/2010

## Heritage College, Kansas City, Missouri