
Dehan Bekker

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Summary

Experienced Cloud and Support Engineer with a focus on customer satisfaction and a solid background in AWS and Infrastructure as Code (IaC). Demonstrated success in managing teams and providing outstanding service in hospitality and tech sectors. Proficient in cloud migration, troubleshooting, and technical documentation. Dedicated to empowering clients through effective adoption of cloud technologies.

Skills

- Customer support and issue resolution
- AWS services (IAM, S3, EC2, Lambda, CloudFormation)
- Infrastructure as code (Terraform, AWS CDK)
- CI/CD and automation (GitHub Actions, DevOps)
- Technical documentation and client training
- Hospitality operations and leadership
- Communication and team enablement
- Cloud computing
- Infrastructure as code
- Customer support

Experience

- 04/2025 - Current **Solecurity**
Cloud Support Engineer
- Supported client-facing applications by troubleshooting AWS infrastructure and ensuring reliable deployments.
 - Migrated manual AWS deployments to Infrastructure as Code, reducing human error and improving scalability.
 - Designed secure IAM frameworks to support team-wide role-based access and eliminate misuse of root credentials.
 - Advised clients on infrastructure improvements and resolved support requests in healthcare and fitness industries.
 - Remote
- 01/2022 - Current **Washington Community Church**
Project Manager
- Coordinated community programs serving 200+ attendees, demonstrating strong communication and operational planning.
 - Managed events and schedules in a collaborative team environment while balancing multiple priorities.
- 08/2018 - 07/2020 **Regroup — Scottsdale, AZ**
General Manager
- Led operations across two hospitality locations generating \$30K/month.

- Trained and managed a team of 10, achieving 4.8/5 rating from over 50 customer reviews.
- Handled customer escalations, streamlined workflows, and fostered a high-retention team culture.

Education

07/2025

Cloud Engineering Academy Remote

Certificate: Cloud & AI Engineering

01/2015

Hillsong International Leadership College Sydney, Australia

Bachelor of Arts: Theology in Biblical Studies

Certifications

- AWS Certified Solutions Architect – Associate
- AWS Certified Cloud Practitioner
- Google Professional Project Management Certificate — Completed

Languages

English, Afrikaans

Volunteer Experience

Youth Leader, Led programs for 100+ students, developing communication, mentorship, and event leadership skills.

Projects

- Customer-Focused Serverless Video Platform: Built a serverless application using Lambda, S3, API Gateway, and MediaConvert for end users to upload, process, and access videos., Designed the solution with usability and security in mind, enabling quick onboarding for non-technical users.,
- CI/CD Deployment Pipeline: Automated deployment workflows for web apps using GitHub Actions and S3., Reduced manual deployment errors and decreased rollout time from 20 minutes to under 30 seconds.,
- FileVault: Cloud Storage Platform, Designed a secure, encrypted S3-based storage platform with least-privilege IAM access for small business users., Delivered comprehensive documentation to support onboarding and troubleshooting.

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/dehan-bekker>
- <https://github.com/iac23>