

# ISSAC GUERRERO

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GitHub: [github.com/issacguerrero67-web/aws-resume-site](https://github.com/issacguerrero67-web/aws-resume-site)

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## PROFESSIONAL SUMMARY

Dual AWS-certified professional holding both Cloud Practitioner (CLF-C02) and Solutions Architect Associate (SAA-C03) certifications. Deep understanding of core AWS services and the reasoning behind their use—such as VPC for network isolation, IAM for least-privilege security, Lambda for cost-efficient serverless workloads, and S3 lifecycle policies for automated cost optimization. Passionate about building reliable, scalable cloud solutions—including hands-on projects like hosting this resume on AWS S3 with static website hosting and custom domain—and eager to contribute in a junior cloud support, operations, or technical role.

## CERTIFICATIONS

- AWS Certified Solutions Architect – Associate (SAA-C03)
- AWS Certified Cloud Practitioner (CLF-C02)

## TECHNICAL SKILLS

- AWS Services: EC2, S3 (static website hosting), IAM, VPC, Lambda, CloudWatch, Billing & Cost Management
- Tools & Languages: Python (scripting & automation), Terraform (Infrastructure as Code), Salesforce, Zendesk, Microsoft 365, Google Workspace
- Hardware: Custom PC building & diagnostics
- Soft Skills: Remote technical support, troubleshooting, clear communication

## PROFESSIONAL EXPERIENCE

### Spectrum – Customer Solutions Specialist (100% Remote) | Aug 2025 – Present

- Provide technical and billing support for Internet, Mobile, and TV services nationwide
- Troubleshoot connectivity, device, and account issues in a high-volume environment
- Navigate multiple internal systems to deliver efficient remote resolutions

### Best Buy – Various Customer-Facing Roles (Retail & Remote) | 2021 – 2025

- Progressed through roles including PC Sales Specialist, Sales Lead, Remote Customer Service (Best Buy Health), and Outside Sales Representative
- Assisted customers with technology purchases, custom PC builds, troubleshooting, and health-monitoring device support
- Delivered in-store and remote technical guidance, resolved issues, and maintained high customer satisfaction

## PROJECTS

### Personal Cloud Resume Website | [issacguerrero.com](http://issacguerrero.com)

- Designed and deployed a professional resume as a static website using AWS S3 hosting
- Configured custom domain routing for secure, global access
- Demonstrates practical application of AWS services including S3, static hosting, and domain integration
- Source code: [GitHub Repo](https://github.com/issacguerrero67-web/aws-resume-site)