



Jenade Moodley

Cloud Engineer

Seasoned Cloud Engineer with experience in Cloud, System, and Software Engineering. Bachelor of Science Honours in Computer Science from university of Kwa-Zulu Natal. Skilled in Cloud Architecture, Linux System Engineering, Technical Support, Technical Training, and Containers. Based in Durban, South Africa

📍 Durban, South Africa

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Work Amazon Web Services

● Cloud Support Engineer II

Dec 2021 – Present

My role at AWS is to resolve diverse and in-depth customer support queries, focusing on large enterprise customers, including Fortune 500 companies, with complex environments and architecture. I also mentored, trained, and upskilled engineers within the organization, and focused on support engineering projects.

- Pioneer for the AWS Premium Support Andon Program (PSAP) in Cape Town
- Quality Champion - Evaluate the quality and appropriateness of Support correspondences of engineers
- Member of ECS (Elastic Container Service) Support Operations
- Leader of the ECS Pioneer initiative which trained AWS engineers globally on Docker, containerization, and ECS/Fargate
- ECS Subject Matter Expert - Proved deep technical expertise on using and troubleshooting ECS, capable of answering in-depth queries and further develop the ECS service offered by AWS

● Cloud Support Engineer I

Sep 2019 – Dec 2021

● Cloud Support Associate

Jun 2018 – Sep 2019

● Graduate Cloud Support Associate

Dec 2017 – Jun 2018

University of Kwa-Zulu Natal

Student Tutor

Jan 2017 – Dec 2017

At UKZN I assisted the Computer Science faculty by tutoring students, facilitating exams, and graded assignments and assessments

- Assisted in teaching of tutorials and practicals
- Graded assignments and practical assessments
- Facilitated tests and exams

Education

University of Kwa-Zulu Natal

Computer Science

Jan 2014 – Dec 2016

Bachelor of Science

Courses

- Computer Science
- Mathematics
- Statistics

University of Kwa-Zulu Natal

Computer Science

Jan 2017 – Dec 2017

Bachelor of Science Honours (Summa Cum Laude)

Courses

- Computer Science (Advanced)

Awards

Wise Guru Award

Awarded by **AWS Support Engineering**

Apr 2023

This award is for engineers who are pivotal in the team's mentoring and training efforts.

Certificates

Linux+

Issued by **CompTIA**
Apr 2018

AWS Certified Solutions Architect - Associate

Issued by **Amazon Web Services**
Jun 2020

AWS Certified SysOps Administrator - Associate

Issued by **Amazon Web Services**
Jul 2020

AWS Certified Developer – Associate

Issued by **Amazon Web Services**
Jul 2022

AWS Certified Solutions Architect – Professional

Issued by **Amazon Web Services**
Sep 2022

Container Service (ECS) Subject Matter Expert

Issued by **AWS Support Engineering**
Sep 2022

Publications

Weather Characterization from Outdoor Scene Images

Published by **International Conference on Computer Vision and Graphics**
Sep 2018

Research paper presenting a variety of techniques to characterize outdoor scene images into their respective weather components; the sky condition (sunny or cloudy), the presence of rain, and the visibility.

Skills

Linux

RedHat CentOS Ubuntu
Kernel Debugging
Troubleshooting

Cloud Architecture

AWS VPC EC2 ECS
ECR Fargate RDS EFS
ElastiCache EKS Batch
ELB IAM CloudFormation
XRay S3

Systems Engineering

Networking Load Balancing
Web Applications Nginx
Apache MySQL Docker
Kubernetes IaC

Programming

Java Python C++ PHP
JavaScript

Languages

English

Native speaker

Afrikaans

Limited working proficiency

Interests

Gaming

Open World RPG

Hiking

Beautiful Scenery