

JODIANN HENRY

917-617-5621 | jshenry91@yahoo.com | New York, NY | [LinkedIn Profile](#) | [Cloud Portfolio](#) | [GitHub Portfolio](#)

CLOUD ENGINEER

Recent cloud engineer program graduate, leveraging extensive customer service experience seeking to transition into a cloud engineering role. Skilled in analyzing data, identifying trends, and developing solutions to improve customer experiences. Completed 15+ projects automating and streamlining software development and infrastructure through continuous integration and delivery.

SKILLS

- **Amazon Web Services:** Lambda, S3, VPC, SNS, SQS, DynamoDB, EC2, CloudFront, IAM, API, CodePipeline, CloudFormation
- **Languages:** SQL, HTML, JavaScript, Python, CSS, Linux, YAML, JSON
- **Technical Skills:** Docker, Kubernetes, Git, Ansible, Jenkins, Terraform

EDUCATION

Cloud Engineering Program - Level Up in Tech, Apr 2023

Master of Science: Cybersecurity - Southern New Hampshire University

Bachelor of Arts: Mathematics - Baruch College

CERTIFICATIONS

Amazon Web Services: AWS Solutions Architect Associate, AWS Developer Associate, AWS Cloud Practitioner

Linux Professional Institute: LPI Linux Essentials

PROJECTS

TERRAFORM: JENKINS CI/CD PIPELINE

- Deployed an EC2 instance automation, bootstrapped the EC2 instance to install and start Jenkins using Terraform, formulated a private Jenkins S3 bucket to store artifacts and developed Jenkins pipeline.

STOPPING EC2 ON SCHEDULE WITH PYTHON AND LAMBDA

- Automated tasks in AWS with Python, formed a script that generated an EC2 instance, devised Lambda function to stop EC2 instance in 'Dev environment' and utilized EventBridge to stop the EC2 instance after business hours.

CLOUDFORMATION: CREATING DYNAMODB, IAM ROLE, EC2 INSTANCE

- Devised DynamoDB table, added items onto it, created t.2 micro EC2 instance, attached IAM role with read access to DynamoDB table using CloudFormation. Validated IAM role to ensure read only access to DynamoDB table with AWS CLI.

PROFESSIONAL EXPERIENCE

CareFirst Blue Cross Blue Shield | Owings Mills, MD | Oct 2021 – Apr 2023

Customer Support Specialist

Resolved 40-50 daily member calls, investigating insurance issues, educating members, and simplifying medical terminology and contracts.

- Streamlined customer database and information systems to identify inefficiencies and implemented a new system for client follow-ups, reducing response time by 50% and improving customer satisfaction by 40%.
- Tapped by leadership to contribute towards a frequently-asked-question system where common questions are documented to provide prompt responses for future callers.
- Utilized data analysis to identify trends in customer data, creating innovative solutions for a 15% increase in customer retention and positive feedback.

Performance Dynamics/T. Rowe Price | Owings Mills, MD | Oct 2020 – Aug 2021

Financial Service Representative

Provided investment guidance and support to clients, assisted with account management and executed transactions.

- Executed 60+ high-value financial transactions daily (loans, withdrawals, investments) with high proficiency, improving efficiency and accuracy of operations.
- Consistently delivered exceptional customer service by managing 70+ client phone and electronic inquiries daily related to core financial product offerings and services, achieving +90% call satisfaction.
- Analyzed complex financial data and identified key insights to inform decision-making and develop customized solutions for clients, resulting in 15% increase in client satisfaction and a 25% increase in client retention.

GEICO Marine Insurance | Springfield, VA | May 2019 – Aug 2019

Data Analyst Intern

Completed a summer internship and assisted with loss development initiatives.

- Built SQL scripts for data analysis and extraction for projects on accident forgiveness to confirm that implementing the policy will increase customer retention by 5%.
- Examined industry trends to conduct competitive intelligence analysis in a team and evaluated pricing/marketing strategies in Minnesota using Excel, which improved sales by 3%.
- Conducted time series analysis in Python, visualizing data and presenting insights to 25+ analysts and managers, improving market trend insights and forecasting.