Laura Negrin

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EDUCATION

Rutgers University — Newark, NJ *B.A. in Computer Science · Minor in Mathematics GPA: 3.7 / 4.0*
Relevant Coursework: Computer Networking, OS, Intensive Programming in Linux, Advanced Data Structures & Algorithms,
AWS Certifications: Solutions Architect Associate (valid 2028) · Cloud Practitioner (valid 2026)

TECHNICAL SKILLS

Languages: Python, JavaScript, Java, SQL, PHP
Cloud & Infrastructure: Terraform, AWS (CDK, CloudFront, Lambda, Media Services, EC2, S3, RDS, KVS)
Backend: REST APIs, Flask, Node.js, API Gateway, VPC, IAM **Frontend:** React, Angular, HTML/CSS, Bootstrap
Tools & Systems: Git, Docker, Linux, FFmpeg, Wireshark, Apache **Databases:** MySQL, DynamoDB

EXPERIENCE

Cloud Support Engineer Media & Content Delivery — Amazon Web Services *May 2024 – Present · Seattle, WA*

- Resolved 1,000+ enterprise-level engineering cases across multiple **AWS Services** — CloudFront (CDN service), Route53 (DNS service), MediaLive, MediaConnect, Kinesis Video Streams, supporting mission-critical streaming pipelines at scale.
- Served as on-call engineer during high-stakes live events, including the **Olympics and Super Bowl**, rapidly onboarding to unfamiliar architectures and resolving production-impacting incidents for major broadcast companies under pressure.
- Identify and mitigate security vulnerabilities in **AWS services** customer configurations, including origin policy misconfigurations, cache behavior exploits, and edge function logic errors.
- Partner with leading streaming companies to replicate production workflows end-to-end using **FFmpeg**, diagnosing encoding, packaging, and delivery failures across live and on-demand pipelines.
- Provide expert guidance on **AWS CDK** infrastructure deployments and **Linux/Apache** server configurations for enterprise clients.

Cloud Support Engineering Intern · Amazon Web Services *Summer 2023 · Seattle, WA*

- Built a full-stack machine learning application on AWS using **Lambda, S3, Rekognition**, and **API Gateway**, enabling users to upload images, run facial recognition inference, and visualize bounding-box results in a React dashboard.
- Architected a secure backend using **VPC endpoints**, ensuring data isolation and security best practices.
- Designed the frontend with **React**, delivering a responsive user experience integrated with serverless APIs.
- Debugged customer networking issues involving **IAM policies, EC2 configurations, VPC endpoints**, and service connectivity.

Software Engineer — SASN IT Systems · Rutgers University *September 2022 – May 2024 · Newark, NJ*

- Architected and developed a full-stack workflow automation system replacing manual PDF-based IT access request forms, owning the backend, database schema, and user interface end-to-end.
- Designed and normalized a relational **MySQL** database schema defining entities for users, roles, requests, approval states, and audit tracking; implemented indexed queries and joins to support efficient request retrieval and status filtering.
- Developed server-side business logic in **PHP**, implementing REST-style endpoints to handle CRUD operations, enforce **role-based access control (RBAC)**, validate input, and manage state transitions across multi-stage approval workflows.
- Engineered a multi-step approval pipeline (Submitter → Supervisor → Role Manager → IT Admin) using conditional logic and status flags to ensure deterministic request routing and secure authorization boundaries.
- Built dynamic frontend components using **HTML, CSS, and JavaScript**, implementing client-side validation, asynchronous form submission, and role-tailored dashboard views.