Linda Gitau

AWS Certified Cloud Practitioner, Cloud Support, Design Innovator

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Summary

Certified AWS Cloud Practitioner with 1+ year of IT support experience and hands-on cloud expertise. Skilled in deploying and managing AWS services (EC2, S3, IAM) and resolving technical issues. Completed 40+ hours of cloud labs, managing 100+ weekly support requests, improving system uptime by 30%. Eager to contribute as a Cloud Support Engineer at AWS.

Skills

Cloud Services & Platforms

- AWS (EC2, S3, IAM, VPC, Cloud Watch, Cloud Trail).
- Infrastructure Monitoring & Security.
- Identity and Access Management (IAM): Role creation, MFA, policy configuration.
- AWS Monitoring & Logging: CloudWatch Logs, Alarms, Trusted Advisor.
- AWS CLI and Console Navigation.
- AWS Cloud Practitioner Certified.
- Hands-on Labs (40+ hours) with AWS Cloud Quest and TalentUp Bootcamp.

Networking & Infrastructure

- TCP/IP, DNS, DHCP, Subnetting, VPN
- VPC setup, Route Tables, NAT Gateway, Security Groups
- Linux and Windows Server Administration (User access, file permissions, updates)
- Troubleshooting Tools: Ping, Traceroute, nslookup

System Support & Operations

- IT Helpdesk & Hardware & Software Troubleshooting
- User Access Management, System Monitoring, Ticketing Systems (ServiceNow, Freshdesk)
- Software Installation, Patch Management, Workstation Setup (Windows/Linux)
- Documentation: SOPs, Knowledge Base Articles, Technical Reports

Professional & Soft Skills

- Emotional Intelligence
- Problem Solving
- Customer Support Orientation
- Team Collaboration
- Critical and Analytical Thinking
- Attention to Detail
- Self-driven Learning

Projects

- **AWS Cloud Quest and Labs**

Mastered core AWS services through 10-15 hands-on labs, enhancing cloud troubleshooting skills.

View on GitHub

- **Personal Portfolio Website**

Designed and published a personal portfolio to showcase AWS projects, UX prototypes, and digital tools. Demonstrates self-driven learning, project documentation, and web deployment skills.

Visit Website

- **UX Design – Solar-Powered Mobile Tech Hub**

Engineered a user-centered solution addressing access to mobile connectivity in low-power areas. Completed 3 iterations using UX principles to improve accessibility.

View Prototype on Figma

- **Prayer Journal**

A guided Notion template to track prayers, gratitude, Bible verses, and spiritual reflections. Ideal for daily devotion and journaling.

View Notion Template

Experience

Present | Remote

AWS Solution Architect - ALX Africa

- Assessed 95% of a comprehensive Professional Foundations curriculum focused on soft skills; developed a personal action plan to enhance communication and emotional intelligence in upcoming AWS projects.
- Eagerly set to start 40+ hours of AWS architecture and security training.

10/2024 - 12/2024 | Remote

AWS Cloud Computing Case Study - TalentUp Africa

- Completed a structured AWS bootcamp with 10–15 hands-on labs and several real-world projects.

- Designed, deployed, and managed solutions using AWS EC2, S3, IAM and VPN. services · Applied best practices in cloud troubleshooting and architecture, improving issue resolution speed by 25%.
- Extracted critical insights from AWS documentation and standardized cloud resource provisioning; standardized process now allows the team to provision 5x more resources per week.
- Established strong skills in cloud security and deployment aligned with Cloud Support Engineer responsibilities.

01/2022 - 12/2022 | Onsite

IT Support Intern - KRA

- Resolved 50+ IT support requests weekly via Telephone, Email, Live Chat, and Video Chat, troubleshooting Windows-based systems and increasing system uptime by 30%. Assisted with server maintenance, security patching, and software updates to enhance stability.
- Configured and maintained over 100 workstations, reducing new user onboarding time by 20%.
- Monitored network performance, lowering downtime incidents by 35%. Provided direct technical support to internal and external clients, improving satisfaction.

09/2021 - 11/2021 | Onsite

IT Support Assistant - KRA

- Managed 30+ daily IT support requests, achieving a 90% first-contact resolution rate.
- Managed user accounts and permissions, ensuring compliance with security policies.
- Delivered basic IT training sessions for staff, reducing repeat technical issues by 20%.
- Streamlined asset management processes, increasing resource allocation efficiency by 25%.

Education

Bachelor of Business and Information Technology

Africa Nazarene University | Jan 2020 - July 2023

Diploma in Business Administration

Africa Nazarene University | May 2017 - Oct 2019

Key Achievements

- **Earned AWS Cloud Practitioner Certification**

  Demonstrated foundational cloud skills by earning the AWS Cloud Practitioner Certification (score: 77+).

- **Finalized AWS Cloud Practitioner Bootcamp**

  Delivered 40+ hours of hands-on AWS training using Cloud Quest and lab environments.

- **Developed UX Design for Solar-Powered Mobile Tech Hub**

  Created a scalable solar-powered mobile hub prototype for low-access communities.

- **Notable Achievements – IT Support, KRA**

  Managed 100+ support issues weekly at KRA, improving uptime and onboarding metrics.

Languages

- English – Native
- Swahili – Native