**Name**: Lu Wang

**Address of employers:**

Amazon Web Services EMEA SARL (Irish Branch)

One Burlington Plaza, Burlington Road, Ballsbridge, Dublin 4, Ireland

**Dates of employment**: 25-05-2020

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | Amazon | **Job Role** | Research Specialist |
| **Duration** | 25-05-2020 – 10-06-2022 | **Location** | Unit 27, 6400 Cork Airport Business Park, Kinsale Road |
| * Investigate suspicious buyer activity and behavior that could pose a risk to Amazon, our customer’s, or merchants. * Take appropriate action based on established procedures and document those actions. * Achieve weekly productivity and quality standards for investigations. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | Amazon Web Services | **Job Role** | Cloud Support Associate |
| **Duration** | 10-06-2022 – 05-07-2023 | **Location** | One Burlington Plaza, Burlington Road, Ballsbridge, Dublin 4, Ireland |
| * Apply advanced troubleshooting techniques to provide unique solutions to customers. * Interact with leading engineers around the world. * Partner with AWS teams to help reproduce and resolve customer issues. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | Amazon Web Services | **Job Role** | Cloud Support Eng.I(NDEV) |
| **Duration** | 05-07-2023 - Current | **Location** | One Burlington Plaza, Burlington Road, Ballsbridge, Dublin 4, Ireland |
| * Help customer troubleshooting their Networks (e.g., TCP/IP, DNS, routing, switching, firewalls, LAN/WAN, traceroute, iperf, dig, cURL or related). * Drive projects that improve support-related processes and our customers’ technical support experience. * Work on critical, highly complex customer problems that may span multiple AWS services. * Leverage customer support experience to provide feedback with AWS teams on how to improve. | | | |