

# First Last

## Cloud Support Engineer

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Cloud Support Engineer with 10+ years of experience managing, troubleshooting, and updating hardware and software assets, administering, and supporting IT infrastructures for 5+ large companies. Proven Expertise in AWS & Azure cloud services supporting complex operations from scaling to migrations.

### RELEVANT WORK EXPERIENCE

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#### Resume Worded, New York, NY

2015 – Present

##### Cloud Support Engineer (2017 – Present)

- Performed RCA for service downtimes by administering extensive diagnostics which enabled continuous development velocity leading to 40% shorter downtimes.
- Utilized Wireshark, network monitor, TCP dumps, etc., for analyzing logs to provide modifications to the overall design as well as determining the root causes for any performance issues.
- Implemented advanced troubleshooting techniques that provided unique solutions to AWS customers' needs peaking customer satisfaction levels at 100%.

##### Support Engineer (2015 – 2017)

- Guided clients on best practices regarding AWS cloud technologies that led to a 20% surge in performance.
- Presented design solutions to implement software load balancing services like application gateways (WAF), load balancers, and traffic managers in addition to diagnosing performance and stability-related issues resulting in a 35% average increase in performances.

#### Growthsi, San Francisco, CA

2013 – 2015

##### Cloud Specialist

- Assisted customers in securing their cloud environments as well as educating them on the shared security model leading to a 40% increase in secure platforms.
- Advised on deployments planning, migrations, & decommissioning of Azure network components while stabilizing the impact on performance and keeping it minimal resulting in 30% smoother operations with zero downtime.

#### Resume Worded Exciting Company, San Francisco, CA

2011 – 2013

##### Technical Support

- Provided customers cloud & Linux expertise and support with configuration guidings increasing integration smoothness by 33%.
- Developed a DevOps platform along with the Development/Engineering team that aimed at meeting the needs for capacity, scale, and reliability as well as filling feature gaps enhancing overall productivity by 28%.

### EDUCATION

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#### Resume Worded University, New York, NY

Bachelor of Engineering — Systems Design

### SKILLS

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**Technical Skills:** RCA, Linux, AWS, Azure, Perl, Bash, Python, Wireshark, Cisco Networking Technologies

**Languages:** English (Native), German (Fluent), French (Conversational)