Nathan Rosa-Malave

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WORK EXPERIENCE

DigiCert   **Stafford, VA**
Technical Support Analyst   *December 2021 - Present*
- Utilize Terraform Cloud and Bitbucket to automate the deployment and configuration of client DNS infrastructure as well as developing the IAC process for AWS and DNS.
- Diagnosed and recreated client bug tickets pertaining to Constellix Terraform integration. Collaborated with management to create JIRA tickets.
- Administered a web server leveraging NGINX to deploy SSL certificates and implement advanced DNS configurations, ensuring secure and optimized web hosting environments.
- Support premium clients via Slack channels by diagnosing and replicating API issues as well as assisting with advanced DNS and monitoring configurations to optimize their infrastructure performance.
- Developed Bash and Python scripts to automate routine tasks, streamlining daily operations.
- Utilize Freshdesk to resolve 3,500+ customer tickets on monitoring and DNS configurations, API issues, and SOC 2 questionnaires, ensuring timely solutions to meet company SLA's.

Clean Scapers   **Wake Forest, NC**
Business Owner   *May 2021 - December 2021*
- Oversaw a customer service-focused business with a team of five employees, ensuring exceptional service.
- Collected customer insights by conducting more than 50 client calls, in order to enhance service offerings.

Electric Motor Shop   **Wake Forest, NC**
Inside Sales Representative   *October 2020 - May 2021*
- Addressed customer inquiries regarding product details, pricing and availability to ensure customer satisfaction.
- Assisted coworkers in troubleshooting Windows computers when technical issues arose.

TECHNICAL PROJECTS   **GITHUB**

Cloud Resume
- Utilized HTML and CSS to create and style my resume. Terraform Cloud was used to create operations (S3 and CloudFront). Deployed the website with GitHub actions CI/CD pipeline, and used a third party DNS provider.

Three-Tier Web Application in AWS via Terraform
- Created VPC, ALB, EC2, RDS, and associated resources to create a highly redundant, available, and scalable (scaled down in GitHub for costs) web application. The application layer utilizes the LAMP stack alongside a MySQL database layer.

LEADERSHIP EXPERIENCE

DigiCert New Hire Training   **Stafford, VA**
Technical Support Analyst   *January 2023 – Present*
- Trained six new hires on technical concepts essential for operating as level 1 and 2 technical support analysts.
- Facilitated training sessions with management and coworkers on the utilization of Terraform Cloud and Bitbucket within our products, including Constellix, DNS Made Easy, and integration with AWS.

EDUCATION

Wake Technical Community College   **Raleigh, NC**
Computer Science
AWS Certified Solutions Architect   **Stafford, VA**
Achieved March 2024
AWS Certified Cloud Practitioner   **Stafford, VA**
Achieved October 2023

SKILLS & INTERESTS

Skills: Terraform Cloud | AWS | Python | API | Web Server Administration | DNS and Monitoring | CI/CD Pipeline