

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 valuable customer insights through conducting more than 50 interviews and client calls, informing strategic decisions and enhancing service offerings.
- Managed and troubleshooted employee devices to ensure seamless operations.

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.
- Maintained current knowledge of products and industry standards.
- Assisted coworkers in troubleshooting Windows computers when technical issues arose.

LEADERSHIP EXPERIENCE

DigiCert New Hire Training

Stafford, VA

Technical Support Analyst

January 2023 – Present

- Successfully trained six new hires on technical concepts essential for operating as level 1 and level 2 technical support analysts within DigiCert.
- 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.

JROTC Accomplishments

Wake Forest, NC

Company Commander and Color Guard Commander

August 2015 - June 2017

- Oversaw a team of 30 cadets as Company Commander, guiding young adults and coordinating charity events.
- Exclusively trained a class of 20 cadets to execute drill presentations of the national colors in more than 30 events, including the Purple Heart ceremony, veteran memorials, and charity functions.

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