

Ryo Nishikawa

Cloud Support Engineer (DevOps) at AWS

0274365897 • hakunishikawa@gmail.com • Auckland • LinkedIn

DevOps Engineer | Cloud Infrastructure Specialist with 4+ years of experience in cloud automation, Infrastructure as Code (IaC), and continuous integration/continuous deployment (CI/CD). AWS Subject Matter Expert (SME) in AWS CloudFormation. Proven track record optimizing deployment pipelines, implementing zero-downtime deployments. Expert in Python, Terraform, Docker with strong focus on security, reliability, and operational excellence.

Work Experience

Cloud Support Engineer (DevOps)

Amazon Web Services (AWS) | 2024 - Present

Provide expert technical support for AWS DevOps services, specializing in Infrastructure as Code (IaC) and continuous deployment solutions for Fortune 500 enterprises.

- Resolve 20+ technical support cases monthly across all severity levels, with 80% specialization in AWS CloudFormation, AWS CDK, Elastic Beanstalk, Control Tower, CodeSeries, and Amazon Q Developer
- Guide AWS best practices for enterprise customers, improving security posture, fault tolerance, system performance, and reducing operational costs
- Develop Model Context Protocol (MCP) Servers using Python to automate our internal tools to work on cases. CloudFormation and CodePipeline troubleshooting, reducing 45mins of the engineer time globally
- Collaborate with Technical Account Managers (TAMs), Professional Services, and Solution Architects on high-priority escalations; participate in on-call rotation for P1 P0 incidents
- Mentor Cloud Support Engineers on AWS DevOps services; author internal knowledge base articles and technical documentation

DevOps Engineer

Onside | 2023 - 2024

Engineered and maintained CI/CD infrastructure for biosecurity web portal and mobile applications, ensuring regulatory compliance and high availability.

- Orchestrated complete CI/CD migration from TeamCity and Octopus Deploy to Azure Pipelines, consolidating build and deployment processes
- Architected zero-downtime deployment strategy using Azure App Service with high availability configuration, ensuring 99.9% uptime

Software Engineer

HealthStream | 2022 - 2023

Built and maintained cloud-native data platform for healthcare capacity management, ensuring HIPAA compliance.

- Engineered automated CI/CD pipelines using IaC with Pulumi and Terraform on Azure DevOps, implementing comprehensive automated testing for HIPAA compliance
- Architected cloud-based event-driven streaming pipeline processing real-time data into AWS S3, MongoDB, and Lambda, integrating with Amazon MSK and SageMaker

Junior Software Engineer

Wyma Solutions | 2021 - 2022

Developed IoT monitoring solutions and computer vision applications for industrial automation in agricultural technology sector.

- Developed Python-based IoT data collection system to stream PLC data to Oracle Cloud InfluxDB via Telegraf for real-time industrial monitoring
- Deployed Grafana dashboards on Oracle Cloud using Docker for real-time data visualization
- Built computer vision application using OpenCV2 and Python to automate quality control processes
- Automated environment provisioning using Ansible playbooks across multiple production nodes

Technical Skills

Cloud Platforms & Services: AWS (CloudFormation, CDK, CodePipeline, Lambda, S3, EC2, Control Tower), Azure (DevOps, Pipelines, App Service)

DevOps & IaC: Terraform, Pulumi, AWS CloudFormation, AWS CDK, Azure and gitlab CI/CD pipelines, Docker, Ansible

Programming: Python, JavaScript, Java, Node.js, C, Vue.js, Flask

Databases & Streaming: PostgreSQL, MySQL, MongoDB, InfluxDB, DuckDB, Amazon MSK (Kafka)

Education

BSc in Computer Science

University of Canterbury | 2018 - 2020

Awards

- Most Valuable Player Award - AWS Support Engineering
- Rising Star Award - AWS Support Engineering
- CloudFormation SME - AWS Support Engineering
- 2nd Place - HackChch 48 Hour Smart City Hackathon

Content

- AWS Knowledge Center Video - Resolving "Already Exists" Error in AWS CDK

Languages

- English (Fluent)
- Japanese (Native)

Interests

- Rugby & Sports
- Powerlifting/Crossfit
- Neovim