

# Ryo Nishikawa

Cloud Support Engineer (DevOps)

Auckland, New Zealand | [LinkedIn](#)

## SUMMARY

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Cloud Support Engineer at AWS with expertise in IaC, CI/CD pipelines, and container orchestration. Currently working on developing AI agent and MCP servers to streamline support workflows. I have helped clients from startup companies to huge enterprise customers on optimizing deployments, providing solutions to their infrastructure, and help build their cloud solutions across AWS environments.

## TECHNICAL SKILLS

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AWS (CloudFormation, CDK, Control Tower, ECS, EKS, Fargate, Lambda, CodePipeline, CodeBuild, CodeDeploy), Terraform, Pulumi, Docker, Kubernetes, Python, TypeScript, JavaScript, MCP Server Development, Amazon Q Developer, Azure DevOps, Datadog, Grafana, PostgreSQL, MongoDB

## EXPERIENCE

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### Cloud Support Engineer (DevOps) – Amazon Web Services (AWS)

Auckland, New Zealand (Remote) | April 2024 – Present

- Support enterprise customers across IaC (CloudFormation, CDK, Control Tower), CI/CD (CodePipeline, CodeBuild, CodeDeploy), and Containers (ECS, EKS, Fargate) service families
- Respond to P0/P1 incidents requiring rapid diagnosis and resolution
- Delivered workshops on Amazon Q Developer, Kiro CLI, and MCP server development to accelerate developer workflows
- Built internal MCP server (Python, TypeScript) for automated case retrieval and diagnostic tooling, adopted by 200+ engineers for live troubleshooting
- Rising Star Award (2024), MVP Award (2025), CloudFormation Subject Matter Expert (2025)

### DevOps Engineer – Onside

Christchurch, New Zealand | May 2023 – April 2024

- Migrated CI/CD from TeamCity + Octopus Deploy to Azure DevOps, eliminating dual licensing costs and achieving 5x faster builds through parallelization
- Built full-stack IaC (Terraform) for AWS infrastructure: CloudFlare, ALB, ASG, RDS, enabling reproducible test environments
- Implemented blue/green deployments for marketing site using Azure App Service with automated traffic shifting
- Configured mobile app CI/CD for automated iOS/Android builds and deployments to test environments
- Set up observability stack: Datadog (P95/P99 monitoring), GuardDuty alerts for security incidents
- Secured \$100K AWS Activate funding by pitching cloud acceleration strategy to AWS Solutions Architects

## **Software Engineer – HealthStream**

Remote | April 2022 – May 2023

- Built multi-environment IaC (Terraform, Pulumi) with Azure DevOps CI/CD for HIPAA-compliant deployments across dev/test/prod
- Designed end-to-end streaming pipeline: VPN from on-premise, MSK (Kafka), Lambda, S3/MongoDB, processing HL7 to JSON transformations
- Developed Python Lambda functions for real-time data transformation, converting HL7 messages to JSON and persisting to S3 and MongoDB
- Automated ML workflow: MongoDB data updates triggering SageMaker hyperparameter tuning for Random Forest model predicting patient traffic and ward allocation

## **Software Engineer – Wyma Solutions**

Christchurch, New Zealand | February 2021 – April 2022

- Built real-time PLC monitoring system (Python, InfluxDB, Grafana, Docker) enabling remote machine health alerts via SMS/email for warranty compliance
- Developed computer vision system (OpenCV, Python) for automated carrot processing at 1m/s line speed, reducing manual labor
- Created Vue.js configuration interface for on-site camera calibration across varying lighting conditions

## **EDUCATION**

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**Bachelor of Science, Computer Science** – University of Canterbury (2018 – 2020)

## **CERTIFICATIONS**

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AWS Most Valuable Player Award (2025) • CloudFormation Subject Matter Expert (2025)