

RYO NISHIKAWA

Cloud Support Engineer (DevOps) at AWS

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Currently working as a Cloud Support Engineer (DevOps) at Amazon Web Services, specializing in Code Delivery analysis and Infrastructure as Code solutions. Supporting enterprise customers from best practice implementation to business-critical production issues across AWS DevOps services including CloudFormation, CDK, CodePipeline, and Amazon Q Developer. Also developing MCP Servers to automate troubleshooting processes and enhance customer experience with AWS services.

WORK EXPERIENCES

Cloud Support Engineer (DevOps)

Amazon Web Services (AWS) | 2024 - Present

Specializing in Code Delivery analysis and Infrastructure as Code (IaC) solutions, supporting enterprise customers from best practice questions to business-critical production issues.

- Work independently handling technical support cases of all severities, with 80% focus on CloudFormation, CDK, Elastic Beanstalk, Control Tower, Code Series, and Amazon Q Developer.
- Assess customer technical practices and guide them in adopting AWS best practices for security, fault tolerance, performance optimization, and cost efficiency.
- Currently developing Model Context Protocol (MCP) Servers for CloudFormation and CodePipeline to automate troubleshooting processes and enhance customer experience.
- Support Technical Account Managers, Professional Services, Solution Architects, and perform on-call duties for critical customer incidents.
- Train other Cloud Support Engineers and create internal documentation to enhance team capabilities and knowledge sharing.

DevOps Engineer

Onside | 2023 - 2024

Web Portal and Mobile app management for biosecurity.

- Migrated Build pipeline from TeamCity and Deployment pipeline from Octopus Deploy to Azure Pipeline across multiple environments with single CI/CD pipeline with multiple stages to ensure fast CI/CD pipeline.
- Migrated the company website using azure app service to implement zero downtime deployment with high availability across Australia.

Software Engineer

HealthStream | 2022 - 2023

Data platform for capacity management

- Created automated CI/CD pipelines across mutiple environments and release processes using IaC (Pulumi/Terraform), and Azure DevOps including fully automated test procedures ensuring that HIPPI (Health Insurance Portability and Accountability Act) is met.
- Implemented cloud-based streaming event pipeline to process messages from external systems into S3 bucket, MongoDB, AWS Lambdas and Sagemaker via MSK topic through MSK to create forecasts of data.

Junior Software Engineer

Wyma Solutions | 2021 - 2022

Data monitoring project and Image processing project

- Created stable Python program to frequently read the data off PLC using cpppo and save them to the oracle cloud influxDB database using telegraf plugin
- Setting up grafana in oracle cloud with InfluxDB to visualise the data Using docker container
- Pysimplegui to configure mapping of PLC tags to the influxDB measurement
- Opencv2 to calculate the cutting point of the carrot's crown by identifying the shape and direction
- Vuejs + Flask to create the UI for changing the parameters of the camera/image settings
- ansible-playbook to instal dependencies and setup the environments of the ubuntu pc that reads data fro
- CI/CD of creating new docker image of our custom grafana app and deploying it to Oracle Cloud.

TECH STACK

JavaScript/Vue/Node
Python/Java/C
InfluxDB/PostgreSQL/MySQL/
MariaDB
MongoDB
Oracle Cloud
AWS
Terraform/Pulumi
AWS Lambda/MSK

EDUCATION

BSc in Computer Science
University of Canterbury
2018 - 2020

AWARDS

Came 2nd in HackChch - 48 Hour
Smart City Hackathon

LANGUAGES

English (Fluent)
Japanese (Native)

INTERESTS

Any sports especially Rugby
Power lifting/Crossfit
Neovim