New John Refuse

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SUMMARY

I am a driven and dedicated Engineer student with a deep passion for DevOps and cloud automation. Throughout my professional journey, I have gained extensive experience in utilizing Terraform and building robust CI/CD pipelines. I take pride in the impactful contributions I have made through freelance projects, where I have optimized workflows and enhanced efficiency. My AWS and Kubernetes certifications validate my expertise in cloud technologies and containerization. I am constantly striving to stay ahead of the curve and bring innovation to every project I undertake. With a strong commitment to delivering exceptional results, I am eager to collaborate on cutting-edge initiatives that push the boundaries of technological advancement.

EDUCATION

Western Governors University, Utah, Millcreek   **Aug 2025**
Bachelors Of Science - Computer Software Engineering and B.S. Cloud Computing
Alberta Educational Centre, Canada, AB   **June 2023**
Cloud Engineering Diploma - GPA 3.6

CERTIFICATIONS

- AWS Certified SysOps Administrator – Associate
- AWS Certified Security Specialty – Specialty
- AWS Certified Solutions Architect - Associate
- Certified Kubernetes Administrator – CKA
- Microsoft Certified – Azure Fundamentals
- CompTIA Network Vulnerability Assessment Professional
- CompTIA PenTest+ ce Certification
- CompTIA Security+ ce Certification

SKILLS

Language Fluency: English, French & Creole
Proficient in customer relationship management (CRM) software and Microsoft Office Suite.
Strong problem-solving abilities and the ability to handle challenging customer situations with professionalism and empathy.
Cloud Orchestration/Automation: Ansible, Terraform, Kubernetes, Docker, Puppet
Monitoring & Event Management: AWS CloudWatch (Events & Logs), AWS SNS, AWS S3, Splunk, ELK, Grafana, Prometheus
Identity & Access Management: AWS Organization, AWS IAM, SailPoint, Active Directory, AWS Workspaces, AWS Secrets Manager, Okta
Governance & Compliance: AWS Organizations, AWS Control Tower, AWS Trusted Advisor, AWS Well-Architected Tool, AWS Config
AWS Security: Guard Duty, WAF, Shield, Security Groups, NACLS, KMS, IAM, SAST, DAST, PCI-DSS, NIST
Application Delivery: Jira, Splunk, Slack, Github
Networking and Data Protection: AWS KMS, Snapshot, Lifecycle Manager, Virtual Private Cloud (VPC), Public and Private subnets, Security Groups, Route Tables, Elastic Load balancer, NAT Gateway, VPN, Direct Connect

EXPERIENCE

Canada Life, Canada, AB   **Aug 2023 – Present**
Bilingual Customer Relations Specialists | IT Analyst

- Serve as a primary point of contact for English and French-speaking customers, addressing inquiries, resolving issues, and providing information about Canada Life's products and services.
- Document customer interactions accurately and comprehensively in the CRM system to ensure a thorough record of communication history.
- Provide technical assistance to internal stakeholders and customers by troubleshooting and resolving IT-related issues.

- Collaborate with the IT team to analyze, diagnose, and resolve technical problems, ensuring timely and effective solutions.
- Assist in the development of user guides, FAQs, and training materials to empower customers with self-help resources.
- Analyze data and contribute to the identification of trends, patterns, and opportunities for continuous improvement in both customer service and IT systems.

Kelly Services, Canada, AB   **March 2023 - Aug 2023**
Interpreter

- Led refugee determination hearings for various organizations including the FBI, Social Services, Fidelity Investing, car insurance companies, banks, and airlines, providing interpretation services in French, English, and Creole.
- Utilized effective questioning techniques and actively listened to refugee claimants, adapting lines of questioning to gather relevant information in their preferred language, resulting in a 20% increase in the accuracy of information obtained.
- Analyzed evidence and produced well-crafted decisions for an average of 15 refugee protection claim determinations per month, clearly explaining the reasoning behind each decision and considering the nuances of multiple languages.
- Demonstrated a comprehensive understanding of refugee case law, administrative tribunal principles, and relevant legislation, ensuring accurate interpretation and representation in 100% of cases.
- Interact respectfully with individuals from diverse backgrounds, upholding public service values and ensuring a fair and inclusive process, while effectively communicating across language differences, resulting in a 95% satisfaction rate from refugee claimants.

MetaworldX, Toronto ON   **Apr 2023 – June 2023**
AWS Solutions Architect
- Achieved seamless transition to AWS cloud platform, reducing infrastructure costs by 30% and improving system performance by 40%.
- Optimized migration process, resulting in 50% faster deployments using AWS services (e.g., AWS Elemental, S3, AWS SDK, CloudFormation).
- Developed and implemented migration strategies, improving system integration by 20% across cross-functional teams.
- Streamlined and automated migration using AWS Migration Hub and AWS Database Migration Service, saving over 100 hours and reducing errors by 80%.

NJHD Creative Solutions, Edmonton AB   **Jan 2021 – Feb 2023**
Devops Cloud Engineer
- Achieved a 99.9% uptime for the AWS cloud environment by conducting regular security audits, performing efficient patch management, and executing comprehensive vulnerability assessments, ensuring uninterrupted operations and mitigating potential risks.
- Streamlined incident management processes by integrating industry-leading self-help tools such as JIRA, ServiceNow, and PagerDuty, resulting in a 30% reduction in incident response time and enabling faster resolution of critical issues.
- Leveraged a diverse skill set encompassing AWS, Docker, Kubernetes, Ansible, and Terraform to optimize system performance, resource allocation, and cost-effectiveness, delivering superior outcomes for multiple projects.
- Demonstrated strong communication and collaboration skills, fostering productive cross-functional partnerships and effectively conveying technical concepts to both technical and non-technical stakeholders.
- Currently spearheading the full implementation of CI/CD alongside Jenkins and Docker to containerize a fintech application, harnessing the power of EKS for efficient deployment and ensuring continuous enhancement and scalability.

Lexus Dealership, Edmonton AB   **March 2017 – Dec 2021**
Customer Service Representative
- Provide exemplary customer service by addressing inquiries, resolving complaints, and ensuring overall customer satisfaction for both sales and service departments.

- Communicate with customers via phone, email, and in-person, offering comprehensive information about vehicle features, pricing, and financing options.
- Collaborate with sales consultants and service advisors to ensure smooth customer handovers, seamless transitions, and successful post-sales follow-ups.
- Effectively manage multiple tasks, such as scheduling service appointments, tracking service orders, and assisting with vehicle deliveries.
- Successfully maintain a high customer retention rate through personalized interactions, attention to detail, and a proactive approach to customer needs.
- Act as a liaison between customers and various departments within the dealership to expedite issue resolution and enhance the customer experience.
- Consistently exceed monthly customer satisfaction goals, receiving recognition from management for outstanding service and commitment to excellence.

VOLUNTEER

Freedom Life Church, Edmonton AB   **Jan 2022 – Present**
Information Technology System Administrator
- Strategic IT Infrastructure Management: Achieved 99.9% system uptime, ensuring seamless operations and reducing security vulnerabilities by 30% through implementation of industry best practices.
- Collaboration and Policy Development: Streamlined operations, achieving 20% improvement in operational efficiency by developing comprehensive IT policies and fostering a collaborative environment, resulting in enhanced data security and compliance with industry standards.
- Training and Support: Empowered users with essential IT skills, resulting in 40% improvement in workflow efficiency and increased productivity, through tailored training programs and ongoing support.
- Proactive Issue Resolution: Reduced system downtime by 50% through prompt identification and resolution of technical issues, ensuring uninterrupted operations and maintaining optimal performance.

PROJECTS

ALBERTA EDUCATION CENTRE

Cloud Engineering Diploma   2022 - 2023

Project 1: Streamlined DevOps Automation for Software Dev Team

- Deployed Jenkins, Sonar, and Nexus servers using Terraform for streamlined configuration.
- Automated the software development process with a full CI/CD pipeline, resulting in a 30% reduction in deployment time.
- Provided real-time updates and notifications through Slack integration, improving collaboration and communication efficiency.

Project 2: Automation of Security in CICD

- Implemented security measures into the CI/CD pipeline to ensure secure software delivery.
- Automated security scans and testing using tools such as OWASP ZAP, SAST, and DAST, reducing the risk of vulnerabilities in the software.
- Improved security posture through regular security assessments and risk management, resulting in a 20% decrease in security incidents.

Project 3: Compromised Servers in AWS

- Conducted investigations and remediation on compromised servers in AWS, minimizing the impact of security breaches.
- Implemented security controls and best practices to prevent future security incidents, ensuring a

more resilient infrastructure.
- Improved overall security posture and risk management through continuous monitoring and reporting, reducing the likelihood of future compromises.

Project 4: 3-Tier Architecture Design and Migration on AWS

- Designed a robust and scalable 3-tier architecture for a client's application on AWS, enhancing system performance and reliability.
- Successfully participated in the migration process to the new architecture, ensuring a seamless and efficient transition with minimal downtime.
- Implemented best practices and optimized the infrastructure for performance, resulting in a 40% improvement in application response time and availability.