

**New John Refuse**  
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## SUMMARY

I'm seeking opportunities. I'm a dedicated engineering student with a passion for DevOps and cloud automation. I have experience with Terraform and robust CI/CD pipelines. I've made significant contributions through freelance projects, optimizing workflows. My AWS and Kubernetes certifications validate my cloud and containerization expertise. I'm committed to innovation and eager to work on cutting-edge projects.

## EDUCATION

<b>Western Governors University</b> , Utah, Millcreek	( In Progress )
Bachelors Of Science - Computer Software Engineering and B.S. Cloud Computing	
<b>Alberta Educational Centre</b> , Canada, AB	( Graduated 2023 )
Diploma - Cloud Engineering	
<b>Ecole Michaëlle Jean</b> , Canada, AB	( Graduated 2017 )
Highschool Diploma	

## 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

## EXPERIENCE

**Canada Life**, Canada, AB  
Bilingual Customer Representative Specialist  
Sept 2022 - Present

- Effectively served as a bilingual point of contact for customers, providing exceptional service and support in English and French.
- Proficiently managed customer inquiries, addressing policy-related questions, claims, and other concerns with a strong focus on problem resolution.
- Demonstrated a deep understanding of insurance products and financial services, offering tailored solutions to meet customer needs.
- Collaborated with cross-functional teams to streamline processes, contributing to improved customer experiences and operational efficiency.
- Consistently met and exceeded performance metrics, achieving high customer satisfaction and retention rates.
- Participated in ongoing training and professional development, staying current with industry regulations and company products.

**BlackBoysCode**, Canada, AB  
Python Instructor - Volunteer  
Oct 2023 – Present

- Actively engage as a Python Instructor, dedicating time and expertise to inspire the next generation of tech enthusiasts.

- Instruct and mentor a diverse group of young learners aged 12 to 15, focusing on Python programming fundamentals, with an emphasis on arrays, loops, and logical problem-solving.
- Create an interactive and supportive learning environment that encourages exploration and creativity while mastering essential coding concepts.
- Foster a passion for coding and problem-solving, empowering young individuals with valuable skills for their future in the tech industry.
- Contribute to building a more diverse and inclusive tech community by volunteering with BlackBoysCode, promoting equity in technology education.

**MetaworldX, Toronto ON**  
**AWS Solutions Architect Intern**  
Apr 2023 – June 2023

### **Project 1: Cloud Migration Strategy**

One of the primary projects I worked on during my internship involved developing a comprehensive cloud migration strategy for a client seeking to transition their on-premises infrastructure to Amazon Web Services (AWS). My responsibilities included:

- Conducting a thorough analysis of the client's existing infrastructure and identifying opportunities for optimization.
- Collaborating with senior architects to design a scalable and cost-effective AWS solution tailored to the client's specific needs.
- Creating a detailed migration plan, complete with a timeline, risk assessment, and cost estimates.
- Assisting in the execution of the migration plan, ensuring a smooth transition to AWS.

This project enhanced my understanding of AWS services such as EC2, S3, and RDS, as well as various migration tools and methodologies.

### **Project 2: Cost Optimization and Performance Tuning**

In another project, I was involved in the ongoing process of optimizing AWS infrastructure to reduce costs while improving performance. My role included:

- Identifying underutilized resources and recommending rightsizing or termination of such instances.
- Implementing AWS cost control and monitoring tools to track spending and identify cost anomalies.
- Collaborating with the DevOps team to fine-tune application performance by configuring load balancers, auto-scaling, and CDN services.
- Providing cost and performance reports to the client for informed decision-making.

This project helped me develop skills in AWS cost management and performance optimization, contributing to the efficient use of cloud resources.

### **Project 3: Client Consultation and Technical Support**

During my internship, I also had the opportunity to engage directly with clients, offering technical support and consultation. This experience allowed me to:

- Address client inquiries and provide solutions to technical challenges they encounter.

- Assist in the preparation of proposals, presentations, and documentation for client meetings.
- Collaborate with the sales and marketing teams to tailor AWS solutions to client requirements.

This aspect of my role improved my communication skills and deepened my understanding of customer-centric cloud service delivery.

## **SKILLS & INTERESTS**

### **Professional Skills:**

Cloud Orchestration/Automation: Ansible, Terraform, Kubernetes, Docker

Monitoring & Event Management: AWS CloudWatch, Splunk, ELK, Grafana, Prometheus

Identity & Access Management: AWS IAM, SailPoint, AWS Secrets Manager, Okta

Governance & Compliance: AWS Organizations, AWS Control Tower, AWS Trusted Advisor

AWS Security: GuardDuty, Macie, Security Hub, WAF, Shield, IAM, PCI-DSS, NIST

Application Delivery: Jira, Splunk, GitHub

**Interests:** Basketball , Snowboarding , Writing , Video Editing , Filming