

**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. ( Canadian Citizen )

## CERTIFICATIONS

- AWS Certified SysOps Administrator – Associate
- Certified Kubernetes Administrator – CKA
- Microsoft Certified – Azure Fundamentals
- AWS Certified Security Specialty – Specialty
- CompTIA PenTest+ ce Certification

## EXPERIENCE

**Accenture, Canada, AB**  
**BOLD Student Mentorship Program**

**Starts June 2023**

- Engaged in mentorship and guidance sessions with experienced Accenture consultants.
- Developed a deeper understanding of Accenture's business practices, industry trends, and innovative solutions.
- Demonstrated adaptability and the ability to thrive in a fast-paced, dynamic work environment.

**MetaworldX, Toronto ON**  
**AWS Solutions Architect, Co-op**

**Apr 2023 – Present**

- 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%.

**Freedom Life Church, Edmonton AB**  
**Information Technology System Administrator (Volunteer)**

**Jan 2022 – Present**

- 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.

**NJHD Creative Solutions, Edmonton AB**  
**Devops Cloud Engineer, Freelance**

**Jan 2021 – Feb 2023**

- 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.
- Led the successful migration of complex infrastructure to the cloud and implemented a robust continuous delivery pipeline, reducing deployment time by 50% and accelerating the release of new features and updates.
- Identified and addressed inefficiencies by establishing advanced monitoring and alerting systems, leading to a 20% improvement in service reliability, enhanced performance, and proactive issue resolution.
- 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.

**Kelly Service, Edmonton AB**

**Jan 2021 – Feb 2023**

#### **Interpreter/IT Support, Fulltime**

- Reduced average response time for resolving technical issues by 25%, enhancing user experience and minimizing downtime.
- Implemented a system monitoring and reporting solution, resulting in a 30% reduction in system failures and improved overall system stability.
- Developed a standardized troubleshooting guide, saving an average of 2 hours per support ticket and improving the efficiency of the support team.
- Conducted a comprehensive review of client infrastructure and proposed relevant improvements, resulting in a 15% reduction in IT-related costs and increased system performance.
- Introduced a remote access solution, enabling efficient remote computer support and reducing on-site support visits by 40%, leading to significant time and cost savings.
- Created and maintained a comprehensive knowledge base, reducing repetitive support inquiries by 20% and empowering users to resolve common issues independently.

### **EDUCATION**

**Western Governors University, Utah, Millcreek**

**Present**

Bachelors Of Science - Computer Software Engineering and B.S. Cloud Computing

**Alberta Educational Centre, Canada, AB**

**June 2023**

Diploma - Cloud Engineering - GPA 3.0

### **SKILLS & INTERESTS**

**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, Macie, Security hub, Inspector, 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

**Storage/Database:** EBS, S3, EFS, NFS, RDS, Aurora, DynamoDB, Redshift, ElastiCache