Sheng Zhou

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Cloud Support Engineer (AWS) focused on collaboration platforms, secure data systems, and automated workflows that improve reliability and decisions. Skilled in SharePoint site/security admin, Power BI with DAX and scheduled refresh, Power Automate approvals/alerts, and SQL/MYSQ administration with transferable SQL Server/Oracle skills. Committed to least-privilege access, auditability, and safe handling of sensitive data.

EDUCATION

Bachelor of Science, Data Science	University of California San Diego	March 2024
Associate degree, Market Management	Shenzhen University	October 2005

WORK EXPERIENCE

Cloud Support Engineer
Amazon Web Services (AWS)   **December 2023 – Present, Seattle, WA**
- Resolved Aurora/MySQL/SQL and DMS via video/chat/phone/email, hitting 90% same-day resolution and 100% CSAT.
- Administered backups/restores, security and roles/privileges, and storage guardrails for Aurora/MySQL/SQL and DMS, meeting recovery and access audit requirements.
- Using EXPLAIN and plan analysis cut database latency and lock waits by redesigning indexes and rewriting queries; validated changes with Java/Python harnesses, reducing verification time by 70% and preventing regressions.
- Delivered Power BI dashboards with DAX and scheduled refresh, giving stakeholders self-service views of key metrics and saving 24 hours/month of manual reporting.
- Built Power Automate flows to convert intake to approvals to work orders using SharePoint Lists, with Teams alerts and full audit logs, reduced cycle time and improved SLA adherence.

Data Scientist Intern
Thaddeus Resource Center (Non-Profit Organization)   **June 2022 – August 2022, La Verne, CA**
- Clean, extract, and combine data from multiple large databases, analyze key business questions, and deliver clear data insights and solutions.

Customer Technical Support
Cricket Wireless Company   **November 2014 – January 2019, Rowland Height, CA**
- Provide tech support for devices and plans: set up networks/APN, Wi-Fi/hotspots, fix iOS/Android issues; diagnose connectivity and guide step-by-step to resolution.
- Met with 40+ customers weekly via phone and 1:1 meeting, assessed needs and resolved issues to improve satisfaction.

MySQL Database Administrator(DBA)
Hengyi Software Development Company   **June 2007 – August 2013, Shenzhen, China**
- Experience of Database Administration, design, development, maintenance and production support of relational databases, business applications, new server setup, MySql Server installation, upgrade, migration.

PROJECTS

Operations Analytics and Workflow Automation (May 2022)
- Built Power BI dashboards for key metrics using DAX and set up row-level security and scheduled refresh.
- Created Power Automate flows that moved requests from intake to approval to work order using SharePoint Lists; sent Teams alerts and kept an audit log of each step.

Deploying a Three-Tier Web Application on AWS (July 2023)
- Designed three tiers: Frontend - static website, Middle - ALB, Auto-scaling, VPC, EC2, and Backend - S3, RDS.
- Implemented a WordPress environment leveraging EC2 for hosting, RDS for database, and EFS for scalable storage.
- Successfully deployed and ensured high availability, scalability, and optimized networking for seamless data flow.

CERTIFICATIONS

AWS Certified Cloud Practitioner	July 2023
AWS Certified Solutions Architect - Associate	August 2023

SKILLS & ACTIVITIES

- Python (Pandas, Scikit-learn), Java, JavaScript, SQL, R, Power BI
- Microsoft Office (Word, Excel, PowerPoint, Outlook etc.)
- Hobbies: basketball, traveling, music, etc.
- Language: Mandarin, Cantonese, English