Sheng Zhou

Jason91748@gmail.com | (626) 225-9139 | Diamond Bar, CA | **LinkedIn**: https://www.linkedin.com/in/shengzhou040/ | **GitHub**: https://github.com/shz040

Cloud Support Engineer at Amazon Web Services (RDS Database Team), specializing in MySQL /Aurora, SQL, DMS troubleshooting, performance tuning, and migration. A powerful customer-facing communicator with practical experience in VPC networks, Linux, IAM, and high availability modes (Multi-AZ, read replicas). Data science background, with Python/SQL analysis skills, supplemented by AWS-certified Solution Architect - Assistant and Cloud Practitioner. Fluent in Mandarin, Cantonese and English.

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 – September 2025, Seattle, WA
- Handle multiple customer cases per day and resolve a minimum of 8 cases per week, maintaining SLA and CSAT targets.
- Troubleshoot Aurora/MySQL, SQL, and DMS issues end-to-end via online meetings, live chat, phone calls, and email.
- Guide customers in configuring AWS services to balance performance, availability, and security, while also optimizing costs.
- Enhanced RDS Database and networking skills, resolving complex server and network issues.

Cloud Support Associate Engineer Intern
Amazon Web Services (AWS)   June 2023 – August 2023, Dallas, TX
- Gained expertise in AWS concepts: EC2, VPC, Load Balancing, Auto scaling, RDS database, EFS and hands-on experience.

Data Scientist Internship
Thaddeus Resource Center (Non-Profit Organization)   June 2022 – August 2022, La Verne, CA
- Implemented a new program to search through large data sets which resulted in a significant increase of 80% in efficiency by optimizing the data format for analysis.

Customer Service Representative
Cricket Wireless Company   November 2014 – January 2017, Rowland Height, CA
- Met with 40+ customers weekly via phone and 1:1 meetings, assessed needs and resolved issues to improve satisfaction.
- Organized weekly product promotions, introduced new products, developed new customers, and submitted twice-weekly reports to management.

PROJECTS

Stock Trades by Members of the US House of Representatives (May 2022)
- Comprehensively analyzed U.S. House of Representatives' stock trades (2019-2022) with data cleaning, distribution analysis, and identifying potential associations within the dataset.
- Developed an optimal prediction model by framing the problem, handling missing values through permutation tests, and creating baseline models for feature selection and performance evaluation.

Building a Temporary WordPress Site with AWS (August 2023)
- Implemented a WordPress environment leveraging EC2 for hosting, RDS for database, and EFS for scalable storage.
- Developed a comprehensive testing environment to simulate production scenarios, enhancing proficiency with AWS services.

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.
- 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
- AWS Cloud Services (RDS, EC2, VPC) and Microsoft Office (Word, Excel)
- Hobbies: basketball, traveling, music, etc.
- Language: Mandarin, Cantonese, English

SKILLS & ACTIVITIES

- Python (NumPy, Pandas, Scikit-learn), Java, and R.
- Microsoft Office (Word, Excel, PowerPoint)
- Language: Mandarin, Cantonese, English.

- Hobby: basketball, traveling, music, etc.