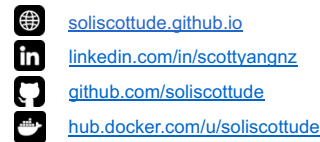


# SCOTT YANG

Technical Support Specialist | Cloud Support / DevOps Engineer

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## PROFESSIONAL SUMMARY

Proactive and detail-oriented Technical Support Specialist with strong experience in SaaS support and large-scale cloud migration operations.

Skilled in campaign management, SLA tracking, incident handling, customer communication, and cross-team coordination.

Seeking roles where I can bring clarity, structure, and technical problem-solving to support teams, cloud environments, or IT operations.

## TECHNICAL SKILLS

### DevOps & Cloud

Python (boto3), GitHub Actions, Docker, CI/CD  
AWS (EC2, S3, Lambda, DynamoDB, API Gateway, IAM, CloudFront, CloudWatch)

### SaaS Support

SaaS Support, Incident Handling, Documentation, SLA Tracking, Campaign Management

### Web & Tools

HTML/CSS/JS, Salesforce, Jira, Microsoft 365, SaaS Platforms

### OS

macOS, Windows, Linux

## REFEREES

### Matthew O'Brien

Principal Manager, Program Management, Workday

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### Priya Chakranarayan

Team Lead, Workday

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### Chantelle Mather

Team Lead, Workday

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## EDUCATION

### Bachelor of Computer and Information Sciences

Auckland University of Technology | 2019 – 2022

Core Courses: Software Development Practice, Database Design, Web Development, IT Project Management. Developed foundations in software development, problem solving and systems thinking for technical operations work.

## WORK EXPERIENCE

### Workday – Technical Support Specialist

May 2024 – November 2025 | Auckland

- Created and managed 3,000+ migration and tenant cases across APAC, EU, UK and NA regions, guiding customers from preparation to go-live
- Maintained a high-volume migration campaign workload, handling 70 – 100 customer cases per day and ensuring all inquiries received a response within 24 hours in line with service-level standards
- Coordinated with Engineering, Legal and Product teams to resolve complex issues and maintain compliance with timelines
- Developed and maintained templates and documentation, reducing follow-up time by 30%
- Monitored campaign workload and SLA performance, flagged process gaps and recommended improvements
- Documented service interactions and ensured accurate, audit-ready case records

### Sevenpoke – Kitchen Supervisor

October 2023 – April 2024 | Auckland

- Supervised daily kitchen operations and team of 5, ensuring quality and efficiency under pressure
- Built strong organization and communication skills, later applied to technical support coordination
- Trained and mentored kitchen staff in food preparation techniques and equipment use
- Managed inventory control, minimizing waste through effective stock rotation practices

## CORE PROJECTS (CLOUD & DEVOPS)

### AWS Cloud Automation Toolkit

Python boto3 • Docker • CloudWatch • S3 • EC2 • GitHub Actions CI/CD

A Python-based automation toolkit with Docker, CI/CD, and CloudWatch enabling EC2/S3 operations and automated static site deployment.

- Developed an EC2/S3 automation toolkit using Python (boto3), containerized with Docker (Python 3.12)
- Built a CI/CD workflow with GitHub Actions to automatically sync files to S3 and update a global CloudFront site
- Integrated CloudWatch to explore logs and metrics pipeline for better monitoring insight

🔗 GitHub: [github.com/soliscottude/aws-cloud-automation-portfolio](https://github.com/soliscottude/aws-cloud-automation-portfolio)

🔗 Docker Hub: [hub.docker.com/r/soliscottude/aws-automation](https://hub.docker.com/r/soliscottude/aws-automation)

### Serverless Notes App

AWS Lambda • API Gateway • DynamoDB • S3 • CloudFront • IAM • GitHub Actions CI/CD

A fully serverless notes application built with AWS Lambda, API Gateway, and DynamoDB, featuring secure CRUD operations, CloudFront hosting, and automated deployment via GitHub Actions.

- Built a fully serverless notes application with Lambda backend and DynamoDB CRUD operations
- Configured API Gateway routes, CORS, IAM roles and resource policies for secure operation
- Hosted the SPA frontend on S3 + CloudFront and automated build & deployment via GitHub Actions

🔗 Live Demo: <https://dipmx1tqj1dm8.cloudfront.net>

🔗 GitHub: [github.com/soliscottude/serverless-notes-app](https://github.com/soliscottude/serverless-notes-app)

### EC2 Self-Healing System

CloudWatch • SNS • Lambda (Python) • EC2 • S3 • IAM • boto3

Automated EC2 self-healing workflow using CloudWatch Alarms and SNS to trigger a Lambda function that logs events to S3 and performs conditional instance reboot.

- Built event-driven EC2 self-healing via CloudWatch → SNS → Lambda
- Logged structured alarm data to S3 with least-privilege IAM
- Implemented conditional auto-reboot based on instance state

🔗 GitHub: <https://github.com/soliscottude/ec2-self-healing-demo.git>