

Syed Fawad

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WORK EXPERIENCE

Amazon Web Services (AWS)

Dallas, TX

Cloud Support Engineer

Jan 2022 – Sep 2023

- Diagnosed and resolved 100+ critical incidents affecting client production workloads across diverse industries
- Configured and optimized AWS infrastructure – IAM, S3, KMS, VPCs, CloudWatch, CloudTrail, RDS, DynamoDB, and more – for hundreds of clients ensuring security, scalability, and compliance
- Achieved over 70% cost reductions for multiple Fortune 500 clients through ETL pipeline optimization and fine-tuning SQL queries, driving annual savings in the millions
- Extensively tested a wide range of third-party applications, including Docker, Tableau, and Terraform, to replicate customer environments and identify root causes of complex issues
- Fostered a collaborative learning environment by mentoring four new hires, developing knowledge base articles, and delivering engaging presentations
- Consistently exceeded KPIs for case resolution time, availability, and 95%+ customer satisfaction, contributing to team performance goals.

Citi

Irving, TX

Application Support Engineer

Aug 2021 – Dec 2021

- Ensured system stability and compliance with SLAs by monitoring batch processes and resolving failures
- Monitored and conducted root cause analysis for issues with Linux servers and Oracle databases
- Developed and maintained technical support documentation as well as Standard Operating Procedures
- Served as a liaison between stakeholders, internal technical teams, and vendors

Dentsply Sirona

Richardson, TX

Unit Lead

Aug 2018 – May 2021

- Trained and managed over 30 manufacturing technicians, while also fostering collaboration across departments to meet business objectives
- Spearheaded the development of manufacturing line processes to eliminate bottlenecks, resulting in a 200% increase in daily production efficiency
- Performed maintenance and troubleshooting on specialized lasers and 3d-printers maintaining 90%+ uptime

CERTIFICATIONS

AWS Certified Solutions Architect Associate | AWS Certified Developer | AWS Certified Data Engineer
Salesforce Certified Administrator | Google Data Analytics

TECHNICAL SKILLS

Cloud & DevOps: AWS, Azure, Terraform, Kubernetes, Docker, Git, Github, Jenkins
Programming: Bash, CSS, HTML, Javascript, JSON, Python, Spark, SQL, YAML
Tools & Platforms: Apache Airflow, Autosys, Jira, Jupyter Notebook, MS Excel, MS Teams, Postman, Power BI, Salesforce, Slack, Tableau, Visio, Visual Studio Code

EDUCATION

The University of Texas at Dallas

Richardson, TX

Bachelor of Information Technology and Systems

May 2021

ADDITIONAL

Languages: Fluent English; Conversational Urdu; Beginner in Arabic, Mandarin, and Spanish

Eligibility: US Citizen, Eligible to work in the US with no restrictions