

# 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, Kubernetes, 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, Ansible, Jenkins  
**Programming:** Bash, CSS, Golang, 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