SYED S RAZA
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ABOUT ME

I am a certified Cloud Engineer with a solid background in deploying and managing cloud infrastructure. My journey began as an IT engineer at Amazon, where I discovered a passion for cloud technologies and gained foundational knowledge. My expertise grew with services like EC2, S3, Lambda, and VPC. Transitioning from Network Engineering to Cloud Engineering, I focused on building scalable and efficient solutions. Throughout my career, I've honed my cloud automation, network security, and programming skills, supported by industry-standard certifications and hands-on projects, to deliver reliable and scalable cloud-based solutions.

PROFESSIONAL EXPERIENCE

Information Technology Engineer   **Oct. 2020 –**
Amazon

- Built and maintained on-site networking infrastructure for new delivery stations and fulfillment centers (Amazon sites SIL2, RFD4 & RFD2).
- Ensured consistent IT service delivery as the primary support contact for multiple Amazon sites, addressing hardware, software, and networking issues.
- Responded to Sev2 & 1 tickets as part of the on-call team, minimizing downtime and maintaining critical system functionality.
- Provided technical support to the Amazon Operations team, resolving IT tickets within SLAs with a 98% compliance rate.
- Delivered user training and created documentation to promote self-service, reducing IT support requests by 25% and saving over 200 hours of staff time annually.
- Onboarded and mentored over 10 new IT engineers, accelerating their integration and contributing to a improvement in team performance.
- Managed network and server monitoring, including physical and virtual servers, using Nagios, Juniper MIST, and in-house systems.
- Provisioned, configured, and maintained computer systems, including desktops, laptops, and peripherals, ensuring optimal performance.
- Handled hardware and software inventory management, including procurement, deployment, and asset tracking, optimizing resource utilization and reducing waste.

Information Technology Intern   **Summer 2020**
MacArthur Foundation

- Worked remotely on self-lead IT projects during the pandemic.
- Evaluated current firewall rules, provided suggestions on simplifying and consolidating rules.
- Investigated network traffic with insightIDR and Cisco Meraki to uncover software port needs.
- Contributed to the implementation of a Microsoft Teams phone pilot program for the IT team.
- Shadowed the current Systems Automation Engineer on day-to-day tasks.

Network Engineer
College of DuPage   **Sept. 2017–May 2020**

- Conducted supplementary workshops and tutoring sessions to assist students in grasping complex network concepts.
- Provided one-on-one mentorship to students struggling with network coursework, offering guidance and support.
- Assisted in setting up and maintaining networking equipment and lab environments for practical demonstrations.

EDUCATION
Lewis University, Romeoville, IL   **May 2021**
Bachelor of Science in Computer Science GPA:3.8/4.0

CERTIFICATIONS:
- AWS Cloud Practitioner
- AWS Solutions Architect Course
- Cisco CCNA
- Linux Mastery Course
- Complete Networking Fundamentals Course

PROJECTS
AWS Cloud Resume Project
The **AWS Cloud Resume Project** is a comprehensive showcase of my skills in cloud computing, particularly with AWS services. This project involved building a professional online resume that demonstrates my ability to implement both front-end and back-end solutions. The website syedscerts.com, which I developed and deployed using AWS, provided me with hands-on experience in cloud infrastructure, serverless architectures, and automated deployment pipelines.
Tools Used:
- **Infrastructure and Hosting**: S3, AWS CloudFront, Certificate Manager
- **Backend Services**: AWS Lambda, DynamoDB
- **CI/CD and Automation**: GitHub Actions for deployment automation and version control, Terraform for infrastructure as code.
- **Programming Languages**: HTML, CSS, JavaScript, Python (AWS Lambda)

SKILLS & ABILITIES
- **AWS Cloud Services**: EC2, S3, Lambda, VPC
- **Network Automation**: Netmiko, Paramiko, NAPALM, Ansible
- **Cloud Infrastructure Management**: CloudFront, Route 53, AWS SAM
- **Programming**: Python, C++, JavaScript, HTML, CSS
- **DevOps**: CI/CD with GitHub Actions
- **Network Security**: InsightIDR, IPsec, ACLs
- **Tools**: Packet Tracer, GNS3, Wireshark
- **Operating Systems**: Windows (XP-10), Linux (Ubuntu)