Hector Vega

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EDUCATION:

- James Madison University: Bachelor of Science, August 2020
- Major: Communication Studies, Concentration: Organizational Communication
- Minor: Computer Information Systems

SKILLS:

- Certifications: CompTIA **Linux+** (March 2022), CompTIA **Security+** (February 2021)
- Scripting: Bash, IPMI, Python, and Java
- Database: SQL, Tableau, Entity-Relationship Diagrams (ERD), and Microsoft Access

EXPERIENCE:

Data Center Operations Technician: Level 4, July 2022 to present
Amazon Web Services – Manassas, VA

- Cross-trained with Data Center Operations Strategic Engineering (DCOSE) and gained valuable experience on solving systemic issues and collaborating with various teams
- Strengthened Java fundamentals as part of optional pre-requisite coursework for Amazon ATA
- Served as an additional escalation point to find solutions to complex problems
- As media auditor, verified that hardware with potential customer intellectual property was disposed of according to Amazon's media handling policy with zero inventory anomalies

Data Center Operations Technician: Level 3, March 2021 to July 2022
Amazon Web Services – Manassas, VA

- Increased responsibilities to include participating in an on-call rotation
- Diagnosed and repaired over 3,000 tickets to date, restoring over $350,000 of EC2 capacity
- Empowered new hires by providing training with clear objectives to develop critical skills
- Introduced a new learning curriculum as part of a small team to familiarize techs to a Linux OS

Data Center Operations Technician, June 2020 to March 2021
Lorien (contracted to Amazon Web Services) – Manassas, VA

- Resolved both hardware and software issues with numerous servers and networking devices
- Upheld multi-layer security protocols with zero incidents

General Manager, March 2017 to August 2017
Repair Technician, July 2016 to March 2017
Ubreakifix – Dumfries, VA

- Performed troubleshooting on personal computers and other devices
- Promoted to manager and trained new hires, developed schedules, generated monthly expense reports up to $3,000, and supervised 3 to 4 technicians