Walysson Tabosa dos Santos
BEng, MScIT.

E-mail: walyssonaustralia@gmail.com
Profile: https://www.linkedin.com/in/
walyssontabosa/
Phone: +61 0424931187

Summary

Detail-oriented IT support and cloud engineer with a Master's in Applied Information Technology. With experience in AWS cloud services, customer support, and production engineering, I bring a unique blend of technical expertise and problem-solving skills. Currently working as an IT and Cloud support engineer, I am committed to delivering exceptional service while continuously expanding my knowledge in cloud technologies. Seeking to contribute my skills and passion for innovation to a dynamic IT role.

Education

- ○ Master of Applied Information Technology - Victoria University (Sydney-Australia)
  - • Graduated - Jun/2024.
- ○ Bachelor of Engineering / Production – Asces-Unita Centro Universitário (Caruaru-Brazil)
  - • Graduated - Dec/2019.

Relevant Experience

IT and Cloud Support Engineer - Contractor - Sazae Pty Ltda (Sydney)   Oct2024 - Ongoing
- Manage AWS cloud infrastructures, including server administration, patching, and database monitoring.
- Provide cloud support by troubleshooting and resolving issues related to AWS services and ensuring system stability.
- Offer onsite IT support to various company clients, addressing hardware, software, and networking issues.
- Assist clients with system installations, upgrades, and maintenance, ensuring seamless operations.
- Monitor security protocols and implement best practices for both cloud and on-premises environments.

IT Support Engineer - Internship - Sazae Pty Ltda (Sydney)   Jul 2024 - Oct 2024
- Provide IT support and management for clients as part of a Managed Service Provider (MSP) team, ensuring reliable and efficient service delivery.
- Offer AWS Cloud support, including managing cloud infrastructure, troubleshooting, and optimising performance.
- Maintain and support internal IT systems, ensuring smooth day-to-day operations and assisting with technical issues.
- Update and maintain the company's website, contributing to web design and content management to enhance the online presence.

Logistics Contract Administrator – Mappyng Bolsas (Brazil)   Jan 2018 - Dec 2021
- Managed and administered all issues related to company contracts and service/logistics contractors.
- Mediated with company contractors and internal team to ensure compliance with contract terms.
- Coordinated contract administration to avoid fraud, errors, and non-execution of contractual terms.

○ AWS Certified Cloud Practitioner	○ English Exam
• Sept/2024 ([Check Certification](#))	• Sept/2024 ([Check Exam Results](#))

Projects

Portfolio Project - My Resume in the Cloud

Sydney, Australia   Sep 2024 - Oct 2024

- Designed and implemented a serverless architecture using AWS services, including S3, Lambda, API Gateway, and DynamoDB, to host a personal resume website with a live visitor counter.
- Configured AWS Route 53 for custom domain registration and used CloudFront for content delivery, ensuring high availability and security by redirecting HTTP traffic to HTTPS with AWS ACM certificates.
- Developed a frontend in HTML, CSS, and JavaScript to create a responsive, user-friendly interface that dynamically updates visitor count in real-time.
- Automated deployment process with GitHub Actions for CI/CD, streamlining the website's updates and version control, which enhanced development efficiency and reliability.
- View project live here: (https://www.walyssonsantos.com)

Deep Learning Research Project - Passenger Demand Prediction

Victoria University, Sydney, Australia   Jan 2024 - Jun 2024

- Conducted research on predicting passenger requests on the New South Wales transport system using deep learning models.
- Developed and implemented BiLSTM and LSTM architectures to analyse temporal and regular patterns in passenger data.
- Built a highly accurate forecast model achieving predictive intelligence accuracies of over 85%.
- Conducted systematic data collection, processing, model development, simulation, and evaluation.
- View project report here: ([Check Report](#))

Technical Skills

- ○ **Programming:** HTML, CSS, Python.
- ○ **Cyber Security:** Fundamental principles and practices
- ○ **Networking Systems:** Fundamental networking concepts
- ○ **Project Management:** Experience in managing projects and coordinating teams
- ○ **Cloud Computing:** AWS cloud services.
- ○ **Data Analysis:** Analytical skills in data interpretation
- ○ **Neural Network & Deep Learning:** Fundamental understanding

Professional Skills

- ○ Contract Administration
- ○ Logistics Management
- ○ Customer Service
- ○ Team Collaboration
- ○ Adaptability

Languages

- ○ English (Fluent)
- ○ Portuguese (Native)