

WORK EXPERIENCE

Amazon Web Services

June 2023 - Present

Cloud Support Engineer I - Serverless

Dallas, TX

- Drive rapid resolution (average response time < 15 minutes) to production impact issues for enterprise customers by leveraging technical expertise in AWS serverless services (Lambda, API Gateway, Step Functions, SAM) to troubleshoot, analyze architectures, and optimize performance, reliability, and scalability with 100% positive customer engagement feedback / CSAT.
- Collaborate with teams [Solution Architects, Technical Account Managers, Service Engineers] across AWS to ensure timely resolution delivery for complex technical issues.
- Contribute to the AWS knowledge base by creating and updating technical documentation, support articles, and FAQs.
- Host, promote, and organize monthly Inclusion, Diversity & Equity podcast series featuring leaders across the organization to enhance inclusivity by facilitating open dialogues on diversity and equity topics.
- Receive AWSome Builder Rising Star Award for Q1 2024.

Cloud Support Associate - Serverless

June 2023 - April 2024

- Gain proficiency in serverless AWS services, and enable support for business and enterprise customers.
- Maintain 100% high customer satisfaction ratings by efficiently addressing customer issues with professionalism, attentiveness, and proactive problem-solving approaches.
- Deliver results and demonstrate performance at the Cloud Support Engineer level.
- Achieved Certified Solutions Architect – Professional in less than a month of preparation.

Cloud Support Associate Intern

May 2022 – August 2022

- Shadow and collaborate with support engineers to troubleshoot cases from core domains across AWS.
- Troubleshoot and fix over 20 lab environments built based on customer issues with an average of 100% passing score.
- Research, troubleshoot, backtrack, and deliver high-quality solutions to customer questions posted on AWS re:Post.
- Gain a deeper understanding of AWS cloud computing and networking foundations, architect highly available web applications, and manage governance and compliance through TechU.
- Achieved Certified Solutions Architect – Associate and Certified Developer – Associate each in less than a month.
- Lead an immersion day (machine learning, computer vision, AWS Rekognition) with Solution Architects for TAMU HPRC summer computing academy (50+ attendees).

Texas A&M University High Performance Research Computing

October 2021 - May 2023

Student Software Tool Developer / Project Manager

College Station, TX

- Work closely with researchers and professionals to troubleshoot issues and provide technical support, ensuring their work is functioning smoothly and effectively on the clusters.
- Develop software tools to automate and optimize internal processes with Batch and Google Apps Script leading to a 95% reduction in task time and lower error rates.
- Manage project (automation tools, YouTube pipeline, web development request, conference demos) workflow and timelines to ensure the project is completed on time and within the scope.
- Assist with [BRICCS](#) to analyze and provide smaller institutions with more opportunities to learn about cloud and supercomputing. Contribute to the BRICCS landscape study [paper](#) submission for SC22.
- Serve as the lead webmasters to develop and help maintain user-friendly web-based resources (hprc.tamu.edu).
- Create tutorial videos over various supercomputing topics published on the HPRC YouTube [channel](#).

EDUCATION

Texas A&M University

August 2019 – May 2023

Bachelor of Business Administration in Management Information Systems | Minor in Cybersecurity

GPA 3.783

- **Honors:** Magna Cum Laude; Dean's Honor Roll; Distinguished Student; **Student Employee of the Year 2023 Nominee**
- **Organizations and Involvement:** TAMU Cybersecurity Club; Rho Delta Chi Sorority (Webmaster, APC Delegate); Multicultural Greek Council (Director of Multicultural Development); Freshmen Leadership Organization; NSFP (Orientation leader)

Certifications:

Amazon Web Services (AWS): Solutions Architect - Professional, Solutions Architect – Associate, Certified Developer - Associate, Cloud Practitioner

SKILLS & INTERESTS

- **Skills:** Python; C++; C#; Java; SQL; HTML, CSS, JavaScript; AWS Services; Docker; Google Apps Script; MVC framework; Linux; Windows Administration; Wireshark; Adobe Suite; Atlassian (Confluence, Jira); Project Management; Social Media Marketing.
- **Interests:** Ted Lasso; Cloud Computing; DevOps; AI; Automation; Weightlifting; Tennis; Traveling.