

JOASHANE GARRICK

Memphis Metro Area

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https://github.com/Joashane

EDUCATION

Bachelor of Science: Cloud Computing

Western Governors University, 01/2022 - Present

CERTIFICATIONS

AWS SysOps Administrator

05/2025 – 05/2028

CompTIA Cloud+

11/2024 – 11/2027

LPI Linux Essentials

06/2024 – Present

AWS Solutions Architect

03/2024 – 03/2027

AWS Cloud Practitioner

01/2024 – 01/2027

CompTIA Security +

10/2023 – 10/2026

CompTIA Network+

07/2023 – 10/2029

ITIL v4 Foundations

11/2022 – 11/2025

CompTIA A+

05/2022 – 10/2029

PROJECTS

Cloud Resume Challenge

The Cloud Resume Challenge is a multi-phase resume project designed to help develop and showcase the essential skills needed to pursue a career in cloud computing. This resume is located at resume-joashane.com. Steps taken to create this project include:

- Rewriting the resume in HTML and styling it with CSS
- Deploying the resume online as an Amazon S3 static website
- Using Amazon Route 53 to register the website
- Using Amazon CloudFront and Amazon Certificate Manager to secure communications in transit
- Adding javascript to display visitor counter
- Creating an AWS Lambda function written in Python and a lambda function URL to communicate with the website and update the counter. AWS Lambda then writes the updated information to a DynamoDB database.
- The backend was deployed automatically using AWS SAM, but the backend is now being deployed using Terraform.

AWS Cloud Architecture Deployment with Terraform

This Terraform configuration sets up a cloud infrastructure on AWS, focusing on creating a scalable and secure environment for an application. The infrastructure includes:

- **VPC (Virtual Private Cloud):** A virtual network dedicated to the application, providing a secure and isolated environment.
- **Subnets:** Divisions within the VPC, each in a different availability zone, to distribute resources and improve fault tolerance.
- **Internet Gateway:** Allows the VPC to communicate with the internet.
- **Route Table:** Defines how traffic is routed within the VPC and to the internet.
- **Security Group:** Controls inbound and outbound traffic to the EC2 instances.
- **EC2 Instance:** A virtual server running the application, with specific IAM roles for accessing S3.
- **Application Load Balancer (ALB):** Distributes incoming application traffic across multiple targets, such as EC2 instances, in multiple Availability Zones.
- **RDS Instance:** A managed relational database service for the application.
- **S3 Bucket:** A storage service for the application's data, with public access settings managed to ensure security.

- **IAM Roles and Policies:** For managing access to AWS resources, including read-only access to S3 for the EC2 instance.
- For a more detailed architecture overview, please visit my [GitHub](#), where the code is versioned and the workflow is outlined.

EXPERIENCE

Continuous

Customer Support Specialist

11/2024 - Present

St. Jude Children's Research Hospital

9/2020 - 01/2021

Technical Support Specialist

- Configured and provided loaner PCs
- Answered incoming customer support calls, created and triaged detailed tickets to the appropriate technician or team using ServiceNow
- Managed account privileges and distribution lists via AD
- Remotely install and license software onto PCs and VMs
- Managed company mobile devices via MobileIron
- Troubleshoot administrative and clinical systems issues for employees/clients

IPS Corporation

06/2018 - 06/2020

Desktop Support Associate

- Performed onsite and remote troubleshooting using diagnostic techniques and relevant questions
- Installed and configured laptops, PCs/desktops, printers, and peripherals
- Provide frontline Tier 3 support for executives
- Managed 50+ service requests and problems/incidents via Zendesk per week
- Configured Zoom tabletop speakers and iPads for conference rooms
- Manage company mobile devices via Intune/SCCM

SKILLS AND TECHNOLOGIES

- Excellent Communication and Interpersonal skills
- Microsoft Office Suite
- Help Desk
- Root Cause Analysis
- Active Directory
- Zendesk
- Cloud Infrastructure
- ServiceNow
- ESET Endpoint Security
- Intune/SCCM MDM
- Bitlocker Encryption
- Windows 10
- Mac OS
- AWS Lambda
- MobileIron
- CloudFormation
- Cloud Architecture
- Amazon S3
- Amazon EC2
- Amazon IAM
- Terraform
- Python