Anocha Yudhthonglang

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SUMMARY

- Have experience over 8 years in various applications, planning, installing and configuring Servers and Workstations.
- AWS Certified with extensive experience in the cloud and IT industry.
- Passionate about technologies especially cloud computing.
- Hands-on experience in AWS cloud environment such as compute, network, storage and identity & access management.
- Strong troubleshooting, problem-solving skills, communication, written and interpersonal skills.

CERTIFICATIONS

- AWS Cloud Quest: Cloud Practitioner
- AWS Certified Cloud Practitioner: Validation Number: Y8MCMWQ151V11QWG
- AWS Certified Solutions Architect - Associate: Validation Number: DR1GDTZJENE11LK5

PROFESSIONAL EXPERIENCE

ISV Tech Support Representative III   April 2018 - Present
SHIFT4 - Allentown, PA

- Provided support on Restaurant Manager's core Point of Sale and Cloud-Based product suite.
- Managed AWS accounts, and AWS services VPC, Security Group, IAM, MFA, S3, SSO, CloudWatch, CloudFront, and Route53.
- Configured, maintained EC2 instances, S3 and AWS IAM and provisioned AWS infrastructure using DevOps tools such as Terraform and CloudFormation.
- Managed AWS S3 storage lifecycle, S3 Transfer Acceleration, including hosting static websites with custom DNS.
- Implemented a schedule of system backups and data archive operations using Veeam and CloudSync.
- Diagnosed and resolved computer problems and requests from users in a timely manner and accurately recorded requests into the help desk system.

Technical Support Manager   February 2014 - March 2018
INET GROUP LLC - Rockville, MD.

- Maintained essential IT operations, including POS system, domain controllers, active directory, group policy, operating systems, security tools, applications, servers, laptops, desktops, software, and hardware
- Resolved various issues relating to all POS systems, CCTV systems, Payments integration, and online ordering systems.
- Assisted customers in installation and operating POS software, hardware and related problems to satisfy all needs.
- Coordinated with various teams, helped to create strong and long term business relationships.
- Worked with vendors to track down and troubleshoot complex issues.

EDUCATION

- **Bachelor of Business Administration (BBA), Information Systems**
  Rajamangala University of Technology Thanyaburi

SKILLS

- AWS, EC2, S3, VPC, IAM, SG, NACL, SNS, ELB, SSO, AWS CLI, RDS, Route53, RDS, CloudFront
- CloudWatch, CloudTrail
- Terraform, CloudFormation, CI/CD, GitHub, Jira, Agile
- JSON, YAML, HTML, CSS
- Windows, Linux, MacOS, PowerShell, Python(basic)
- Hyper-V, VMware, AD, GPO, TCP/IP, DNS, DHCP, NFS, SMB, SSH LDAP