Emmanuel Robertson

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EDUCATION

George Mason University   Fairfax, VA
Bachelor of Science, Information Technology   *Jan. 2020 – May 2022*
- Cumulative GPA: 3.62

Northern Virginia Community College   Sterling, VA
Associate of Science, General Studies   *Aug. 2017 – Dec. 2019*
- Cumulative GPA: 3.30

EXPERIENCE

Associate Solutions Architect   Nov. 2024 – Current
Amazon Web Services   *Arlington, VA*
- Design and implement scalable, secure, and cost-effective AWS cloud architectures aligned with business needs.
- Collaborate with clients to translate technical requirements into tailored AWS solutions and proof-of-concepts.
- Lead architecture discussions and deliver technical presentations to stakeholders.
- Optimize AWS solutions for performance, reliability, and compliance with best practices.

Cloud Support Engineer   June 2022 – Nov. 2024
Amazon Web Services   *Herndon, VA*
- Providing technical support to AWS customers and troubleshooting issues related to AWS services and infrastructure.
- Responding to customer inquiries via email, phone, or chat and resolving their technical issues.
- Troubleshoot AWS analytics services such as OpenSearch, Kafka, Kinesis Suites, AppFlow, Kendra, along with main AWS services such as EC2, S3, IAM, Lambda, VPC/Route 53.
- Documenting customer issues and solutions in a knowledge base for future reference.
- Providing guidance and best practices to customers on how to optimize their AWS infrastructure for cost and performance.

Data Center Technician   Oct. 2021 – Feb. 2022
Amazon Web Services   *Ashburn, VA*
- Deploying and maintaining hardware infrastructure in AWS data centers.
- Installing and configuring servers, storage systems, and networking equipment.
- Identifying and resolving hardware and network issues promptly to ensure minimal downtime.
- Conducting root cause analysis for incidents and implementing preventive measures.

PROJECTS

Cloud Resume Challenge | *Python, Lambda, DynamoDB, S3, Route53*   Jan. 2022 – Current
- Created Cloud-based resume hosted on AWS. Using HTML/CSS, JS, Python, DynamoDB, Route53. Currently work in progress – mannyresume.com

TECHNICAL SKILLS/CERTIFICATIONS

Languages: Python, PHP, SQL, HTML/CSS
Tools/Services: AWS, Kafka, Elasticsearch/Opensearch, Kinesis, Linux, Networking
Certifications: AWS Certified Solutions Architect Associate - SAA C03, AWS Certified Developer Associate DVA-C02, AWS Certified SysOps Administrator - Associate (SOA-C02)