

RON HARVEY

Port Neches, TX

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AWS Cloud Support / Cloud Operations | 10+ Years IT Support & Operations | AWS • Terraform • CloudWatch • Incident Response

PROFESSIONAL SUMMARY

- AWS Certified Solutions Architect – Associate with 10+ years of IT support and operations experience
- Strong troubleshooting, incident response, escalation, and documentation background across education and enterprise environments
- Served as sole on-site IT owner supporting a 600+ student campus
- Built hands-on AWS projects using Lambda, API Gateway, S3, CloudFront, DynamoDB, IoT Core, ECS Fargate, CloudWatch, and Terraform
- Implemented CloudWatch logs, metrics, alarms, cost-control guardrails, and operational documentation across AWS portfolio projects
- Seeking remote AWS Cloud Support, Cloud Operations, or Cloud Technical Support Engineer roles

AREAS OF EXPERTISE

- Cloud Support & Operations
- Troubleshooting & Incident Response
- Cloud Monitoring & Observability
- AWS CloudWatch Logs, Metrics & Alarms
- Technical Documentation & Runbooks
- IAM, Security Basics & Access Control
- Infrastructure as Code with Terraform
- API Gateway, Lambda, S3 & DynamoDB
- Systems Administration
- Cost Control

AWS CLOUD PROJECTS & OPERATIONS

AWS IoT Weather Station | AWS IoT Core, Lambda, Timestream

- Built and operated an AWS IoT telemetry pipeline with CloudWatch monitoring, API-backed dashboard access, cost-control guardrails, and documented troubleshooting lessons.

Sentiment Pulse | ECS Fargate Analytics Pipeline

- Built scheduled ECS Fargate analytics workflow with S3 storage, Terraform-managed infrastructure, and CloudWatch logging.
- Used CloudWatch logging and cost-control lessons to improve operational visibility for scheduled cloud workloads
- Documented deployment workflow, architecture decisions, and support considerations

Commerce Demo | Cognito Authentication & API Access Control

- Built AWS Cognito authentication workflow with protected API access for a cloud-hosted application demo
- Used IAM, API Gateway, Lambda, and DynamoDB concepts to demonstrate secure application access patterns
- Documented authentication flow, access-control behavior, and deployment considerations for supportability

SELECTED PROFESSIONAL EXPERIENCE

Harmony Science Academy | Beaumont, TX IT Specialist | 2022 – 2023

- Served as sole on-site IT owner supporting 600+ students and 45+ staff members
- Troubleshoot hardware, operating system, application, and connectivity issues
- Restored critical services through structured troubleshooting and escalation
- Documented repeatable procedures reducing recurring support issues
- Supported technology operations in a very fast-paced education environment

Beaumont ISD | Beaumont, TX Technology Specialist | 2021 – 2022

- Resolved district helpdesk and on-site incidents across high-volume IT environment
- Performed diagnostics, operating system support, hardware / application troubleshooting, and device replacement
- Maintained service continuity through structured triage and clear documentation
- Escalated complex issues with detailed notes and technical findings

ExxonMobil Refinery | Beaumont, TX Desktop Support Technician (Contract) | 2020 – 2021

- Supported Skype for Business and VoIP rollout for 1,000+ users
- Coordinated deployments, cutovers, and escalation support across enterprise environment
- Stabilized post-cutover connectivity issues improving service continuity
- Escalated advanced technical faults to engineering teams with actionable details

EDUCATION & CERTIFICATIONS

- A.A.S., Industrial Electronics
- Lamar Institute of Technology
- AWS Certified Solutions Architect – Associate
- AWS Certified Cloud Practitioner
- Terraform Associate
- CompTIA A+
- CompTIA Network+
- CompTIA Server+
- LPI Linux Essentials

TECHNICAL SKILLS

AWS Lambda | API Gateway | ECS Fargate | S3 | CloudFront | DynamoDB | Cognito | IoT Core | Timestream | IAM | VPC | CloudWatch | Terraform | Linux