EAN THOMPSON

BACHELORS IN COMPUTER & ELECTRICAL ENGINEERING AT NATIONAL UNIVERSITY

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● PROFESSIONAL SUMMARY

Highly motivated IT professional with a strong passion for Cloud Computing and DevOps. Skilled in designing, developing, and maintaining scalable, resilient, and secure Cloud infrastructure solutions using Infrastructure as Code (IaC) tools such as Terraform and CloudFormation. Hands-on experience with AWS services (EC2, ASG, S3, ECR, EKS, Route 53, IAM), as well as Azure and GCP, to ensure high availability and performance. Proficient in CI/CD pipelines (Azure DevOps, GitHub Actions, Jenkins) for automated deployment and infrastructure management. Experienced in containerization technologies (Docker, Kubernetes) and monitoring solutions (CloudWatch, Prometheus, Grafana) to optimize system reliability and performance. Known for exceptional problem-solving ability, proactive incident management, and a relentless focus on system reliability and performance. I get the job done. Visit my professional portfolio website, available upon request, to explore my skills and projects.

PROFESSIONAL EXPERIENCE

Pearson & Pearson | Aug 2021 – Present | Atlanta, GA

Cloud Engineer

- Designed and implemented scalable, cost-efficient, and highly available cloud architectures across AWS, Azure, and GCP platforms.
- Managed AWS **EC2,** and **S3** services, ensuring smooth application scaling and workload management.
- Deployed and automated cloud infrastructure using Infrastructure as Code (IaC) tools like **Terraform** and **AWS CloudFormation** to ensure repeatable, efficient deployments.
- Collaborated with cross-functional teams to understand client requirements and deliver cloud infrastructure solutions aligned with business objectives.
- Managed DNS and traffic routing using **AWS Route 53**, configuring domain management, failover, and multi-region traffic distribution for high availability.
- Configured and optimized **VPC architectures**, including subnets, NAT gateways, and security groups, to build secure, high-performance network environments.
- Architected **auto-scaling** (ASG) and disaster recovery solutions to ensure system availability and continuity.
- Enforced cloud security best practices by managing **IAM roles** and policies, using least privilege access control.

Riverwalk Realty | Jan 2018 - July 2021 | Riverside, CA

IT System Network Administrator

- Provide administration of computers, printers, routers, switches, networks, firewalls, phones, software, security cameras, building automation, and energy management connectivity.
- Enhanced understanding of computer network and hardware architecture.
- Strategically planned, provisioned, and deployed computer networks, desktop systems, hardware, software, and related peripherals using network infrastructure and computer architecture techniques.
- Monitor, test, diagnose, and problem-solve hardware and software to ensure high availability of office networks.
- Communicate and coordinate with management and employees to manage work priorities, provide technical support, and resolve assistance inquiries for one or more products or services.
- Utilized TCP/IP protocols, LANs, WANs, WIFI, network segments, Internet, intranet systems, and cloud services.
- Perform long-range capacity planning and research to determine the resources needed to support projected volume and the solutions best suited for office needs.

Woodsley Transport | Feb 2015 - Nov 2017 | Morrow, GA

Commercial Vehicle Repair Technician

- Perform electrical and electronic installations, inspections, and repairs on fleet vehicles.
- Diagnose, troubleshoot, and repair electronics and circuits using meters, test equipment, and schematics. Communicated diagnostic reports and repair needs to management through repair and maintenance records.

- Execute preventative maintenance such as lubricant/cooling system maintenance on fleet vehicles. Collaborate with a team to complete more complex maintenance and repair tasks.

AT&T | Jan 2014 - Dec 2014 | Fullerton, CA
U-Verse Installation Technician
- Perform commercial and residential installations and repairs of AT&T U-Verse IP telecommunication internet,
- telephone, and video services, managed through a priority ticketing system and dispatch workflows.
- Utilize IPTV, IPv4, VOIP, FTTP, LAN, WAN, WIFI, IPBB, Cat 5 / 6, and Ethernet technologies.
- Plan and provision services using design schematics, tools, components, and materials.
- Install computer network wiring, modems, routers, residential gateways, internet hubs, set-top boxes, and configured computers, televisions, telephones, software, and other network devices.
- Investigated, troubleshot, and problem-solved LAN and WAN hardware, WIFI network, software, cabling, routers, switches, modems, and other network equipment.
- Expand network infrastructure, computer networking, telecommunication, video, and low voltage abilities. Communicated with clients to schedule/coordinate service installation and provided technical support.

Chase Bank | May 2010 - Jun 2013 | Orange, CA
Senior Teller
- Process transactions and manage (TCD) cash dispenser machines using computer and data entry skills. Provide superior customer service by building rapport and relationships with customers while driving positive customer experiences with a patience and positive attitude.
- Communicate with clients to identify and educate them on the various products and available services. Collaborated with team to manage customer volume and ensure transactions were accurate and efficient.
- Received employee of the month in 2011, which led to a promotion to senior teller.
- Executed strict safety policies and procedures to protect the branch and over 20 other employees.

Best Buy | Nov 2007 - May 2010 | Riverside, CA
Geek Squad Mobile Electronics Installer
- Designed, and installed audio, video, and security systems using tools, schematics, tech data sheets, and manuals.
- Diagnosing and problem-solving audio, video, and security systems issues of varying complexities.
- Performed installations using install tools, data flash tools, firmware updates, data-bus connections.
- Collaborate with a team of technicians to complete larger-scale installations.
- Educate the sales team and customers on mobile electronic services and technology.
- Provide superior customer service by driving positive customer experiences, understanding clients' needs and guiding them through their purchasing journey using product expertise and technical skills.

PROJECTS

Personal Cloud Project | Remote

Scalable Web Application Deployment with AWS
- Implemented a highly available web application using AWS EC2, S3, and Load Balancers. Set up a VPC and created multiple Instances to host the application.
- Leveraged S3 Storage Bucket for efficient static content delivery.
- Configured Load Balancer with health probes and rules to ensure even traffic distribution across Instances.
- Enabled auto-scaling based on traffic load.
- Implemented comprehensive monitoring using CloudWatch.
- Resulted in a scalable, resilient deployment that improved performance and user experience.

- Configured and deployed project using Terraform IaC.

Personal DevOps Project | Remote

CI/CD Pipeline with Azure DevOps and Security Integration
- Developed a comprehensive CI/CD pipeline using Azure DevOps.
- Incorporated Terraform for Infrastructure as Code (IaC).
- Automated build, test, and deployment processes.
- Integrated Static Application Security Testing (SAST) with SonarQube.
- Integrated Dynamic Application Security Testing (DAST) with OWASP ZAP.
- Performed vulnerability scanning with Snyk.
- Ensured secure, efficient, and reliable application deployment.
- Enhanced the security posture of the application, highlighting a proactive approach to DevSecOps practices.

National University | Aug 2021 | San Diego, CA

Computer & Electrical Engineer, (Capstone Project) SABS
- Designed and developed (SABS), an innovative device that pairs with conventional headphones, enabling users to monitor and adjust sound frequencies in the surrounding environment in real-time.
- Technologies Used: Raspberry Pi, Arduino, Linux (Ubuntu & Manjaro Distros), Windows 10 OS, RN-52 Bluetooth ADC/DAC, GitHub, CMD, AutoCAD, Equalizer API, Realtek (SST) Audio Driver.
- Programmed an Arduino microcontroller using Arduino IDE software, Python, and C++ scripting.
- Develop a wireless Raspberry Pi on Linux Ubuntu using computer architecture techniques.
- Integrated Equalizer API software on Microsoft Windows 11 OS to use as the GUI.
- Configure an RN-52 Bluetooth module for 2-way data communication using signal processing techniques.
- Collaborated with a team virtually and in person to design, develop, and prototype the system.
- Led team and organized project scope, timelines, day-to-day tasks, and deliverables.
- Improved troubleshooting, and problem-solving abilities by using technical documents, and consulting topic experts. Strengthened technical writing abilities by documenting project processes and creating final documentation.

(The link provided below for project documentation) Refer to pages:
 8 (Abstract), 14 (Diagram), 18 (Level 1 Design), 29 (Photo), 45 (Final Design), 50 (Conclusion)
https://docs.google.com/document/d/17aw1rjk_2qIgVimgx9KgPLQCaZhHIIvn/edit

EDUCATION
Computer & Electrical Engineering
National University, San Diego, Ca (REMOTE)

PROFESSIONAL TRAINING
Cloud Computing (AWS, AZURE, GCP)
BMC Cloud Bootcamp, Online

CERTIFICATIONS
AWS (CCP) Certified Cloud Practitioner
AWS (SAA) Certified Solutions Architect - Associate (In progress)