Nima Weatherly

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SUMMARY

Cloud Support Specialist with certifications across AWS, Azure, CompTIA (A+, Network+, Security+), Linux, and ITIL. Hands-on portfolio includes the Cloud Resume Challenge and multi-cloud projects demonstrating scalable, secure architectures. Skilled in troubleshooting, monitoring, and IT service management. Strong background in technical support, compliance, and customer-focused IT service delivery. Currently pursuing Cloud+ and ISC2 CC to further strengthen cloud and security expertise.

CORE COMPETENCIES

- Cloud Platforms: AWS (EC2, S3, IAM, Lambda, CloudFront), Azure (VMs, App Services, Storage, Monitor)
- Systems & Networking: Linux Administration (Bash, permissions, process mgmt), TCP/IP, DNS, VPNs, Load Balancing
- Security: IAM Policies, TLS/SSL, Least Privilege, Encryption, Security+ validated skills
- Service Management: ITIL 4 practices (Incident, Change, Continual Service Improvement)
- Tools & Automation: Terraform/CloudFormation, GitHub, Monitoring (CloudWatch, Zabbix POC), Ticketing/CRM (Salesforce, proprietary)

PROJECTS

- Cloud Resume Challenge – AWS/Azure Hybrid Project

- **Situation/Task:** Needed a cloud-based portfolio demonstrating real-world architecture.
- **Action:** Designed and deployed a serverless resume website using S3, CloudFront, API Gateway, and Lambda, with DynamoDB visitor analytics.
- **Result:** Delivered a scalable, secure, and cost-effective cloud service simulating fintech-grade operations.
- **Situation/Task:** Manual deployments risked misconfigurations.
- **Action:** Applied CloudFormation/Terraform to standardize and automate infrastructure.
- **Result:** Improved deployment consistency and ensured audit-ready compliance.

- Multi-Cloud Disaster Recovery Simulation – AWS & Azure

- **Situation/Task:** Organizations risk downtime from vendor lock-in.
- **Action:** Built a cross-cloud backup and failover workflow, replicating storage between AWS S3 and Azure Blob, automated via Terraform.
- **Result:** Modeled a resilient, vendor-agnostic solution aligned with compliance standards.

PROFESSIONAL EXPERIENCE

- Transcom – iOS Support Technician

Aug 2019 – May 2020

- **Situation/Task:** End users frequently experience account and device issues.
- **Action:**Used secure remote access tools to guide customers and retrieve diagnostic device data logs for analysis.
- **Result:** Improved resolution accuracy, reduced repeat calls, and enhanced customer satisfaction.
- **Situation/Task:** Wait times were high during peak hours.
- **Action:** Coached other technicians via chat to streamline case handling.
- **Result:** Cut average wait times by 25%.
- **Situation/Task:** Technical concepts confused non-technical users.
- **Action:** Communicated solutions in simple, step-by-step language.
- **Result:** Achieved a 90% resolution rate and supported a 95% customer satisfaction score.

- Sykes – Customer Service & Technical Support Representative

Dec 2017 – Aug 2019

- **Situation/Task:** Managed high-volume customer accounts and service requests.
- **Action:** Used Salesforce CRM to log, track, and document all cases.
- **Result:** Improved response accuracy and ensured timely follow-up.
- **Situation/Task:** Users experienced frequent account and technical issues.
- **Action:** Troubleshot inquiries and delivered targeted support.
- **Result:** Achieved a 90% first-contact resolution rate and maintained high customer satisfaction.
- **Situation/Task:** Escalations were burdening Tier 2 support.
- **Action:** Created internal knowledge-sharing documentation in Salesforce.
- **Result:** Reduced escalations by 10%.
- **Situation/Task:** Onboarding new hires slowed productivity.
- **Action:** Trained and mentored new employees on tools and processes.
- **Result:** Increased team performance and reduced ramp-up time.

- U.S. Army – Multiple Roles

1996 – 2003

- Network Communications Specialist

  - *1996 – 1999*

- **Situation/Task:** Units required dependable, real-time communications for mission-critical operations.
- **Action:** Installed, configured, and maintained tactical and fixed communication systems, including line-of-sight (LOS) communication links supporting field operations.
- **Result:** Ensured uninterrupted connectivity across variable terrain and conditions.
- **Situation/Task:** High-priority targeting systems required secure and resilient communication networks.
- **Action:** Provided networking support for mission-critical defense targeting infrastructure, ensuring system uptime and redundancy.
- **Result:** Increased operational reliability and supported precision defense readiness.
- **Situation/Task:** Communication downtime disrupted mission success.
- **Action:** Applied structured troubleshooting methods aligned with modern Network+ principles.
- **Result:** Restored services quickly, reducing downtime and ensuring mission continuity.

- Information Technology Specialist

  - *1999 – 2003*

- **Situation/Task:** Classified and unclassified systems needed secure administration.
- **Action:** Configured networks, user accounts, and system permissions across Windows and Linux.
- **Result:** Increased reliability and safeguarded sensitive data.
- **Situation/Task:** Field teams required secure IT access.
- **Action:** Provided support for communications and applied structured Linux and A+ troubleshooting methods.
- **Result:** Enhanced efficiency and continuity for operational systems.

- Human Resources / Administrative Specialist – Concurrent Duty

  - *1996 – 2003*

- **Situation/Task:** New personnel systems required rollout across multiple units.
- **Action:** Assisted implementation, trained staff, and ensured proper adoption while safeguarding data.
- **Result:** Minimized disruption, improved compliance, and increased accuracy.
- **Situation/Task:** Sensitive personnel records required protection.
- **Action:** Applied structured security and compliance protocols.
- **Result:** Maintained secure operations in line with best practices comparable to modern cloud governance.

- Team Leader

  - *1997 – 2003*

- **Situation/Task:** Junior personnel needed mentorship.
- **Action:** Supervised, trained, and guided team members in systems and procedures.
- **Result:** Improved unit readiness and operational performance.
- **Situation/Task:** High-pressure missions required accountability and leadership.
- **Action:** Modeled reliability and problem-solving under stress.
- **Result:** Strengthened leadership skills directly transferable to IT service delivery.

CERTIFICATIONS
- AWS Certified Cloud Practitioner (2024)
- Microsoft Azure Fundamentals (2024)
- CompTIA A+, Network+, Security+ (2024–2025)
- LPI Linux Essentials (2024)
- ITIL 4 Foundation (2024)
- In Progress: Cloud+, ISC2 Certified in Cybersecurity (CC)

EDUCATION

Bachelor of Science in Cloud & Networking (AWS Specialization) – Western Governors University *(In Progress)*

Associate of Science, General Studies (Concentration in Business & Accounting) – Colorado Technical University *(Completed Sept 2012)*