Patrick Vassell Jr.

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Technical Support Engineer

Linux and Windows Server Administration | Troubleshooting Kubernetes | Cloud Technologies Expertise | Technical Documentation | Incident Management

An experienced technical professional specializing in DevOps and cloud security, with a strong background in system administration and technical support. Proven ability to manage critical incidents and architect cloud solutions, enhancing system reliability and efficiency. Seeking to leverage extensive expertise in a Technical Support Engineer role at Gremlin.

WORK EXPERIENCE

Amazon Web Services (AWS)   *August 2022 – Present*

Solutions Architect

Results-driven Solutions Architect at Amazon Web Services (AWS) with a proven record of accomplishment in architecting secure and efficient cloud solutions. Proficient in minimizing downtime during critical incidents and skilled at tailoring AWS architectures to meet client-specific needs. Adept at providing expert guidance and facilitating successful cloud adoption for clients and partners.

- Lead initiatives to optimize cloud infrastructure for partners, focusing on improved performance, security, and cost-effectiveness via the Well-Architected framework.
- Design and implement customized AWS cloud architectures, addressing specific partner needs and enhancing their competitive edge in the marketplace.
- Conducted 24 technical workshops, resulting in a 30% increase in partner adoption of AWS services.
- Reduced service integration time by 20%, resulting in quicker time-to-market for partner solutions.
- Achieved a 20% reduction in infrastructure costs through optimized architectures.

Spirit Airlines   *APRIL 2022 – SEPTEMBER 2022*

SR. Incident Manager

Led the Incident Management Division, focusing on swiftly resolving operational incidents to uphold service continuity and customer satisfaction. I handled strategic planning and fostering collaboration across teams. A key part of my role was using tools like Dynatrace for predictive analysis, which significantly enhanced our ability to predict and mitigate incidents, thereby improving operational stability and efficiency.

- Innovated response strategies and procedures, significantly boosting the airline's ability to predict, manage, and resolve various operational challenges.
- Enhanced interdepartmental collaboration and communication, ensuring a cohesive and effective approach to incident management.
- Reduced communication errors by 25% through enhanced processes.
- Improved operational resilience by 40% through strategic planning.
- Reduced the fiscal impact of crises by 20% through predictive monitoring.

EDUCATION

Broward College- *Miramar, Florida*

Bachelor's Degree in Information Technology, 2022

PROFESSIONAL SKILLS

- Python
- Linux/Windows
- Java
- Kubernetes
- ECS/EKS
- JavaScript
- GitHub
- Ansible
- Terraform

VOLUNTEER EXPERIENCE

BlackCloudGeeks, - *Online Tech Group 2021-Present*

- Conducts weekly Kubernetes Sessions free for members.
- Estimated 15+ members to achieve CKA by end of 2024

Black Cyber Security Association Security+ Admin - *Online Tech Group 2020-2021*

- Administrator for a group of over 100 members working to obtain CompTIA Security+ Certificate.
- Trained over 15% of members obtain the Security+ Certificate.
- Created realistic Security + Exams comparable to Official exams. (https://docs.google.com/forms/d/1jxazraPxtqTF2znfcfjrS88GiMAv4vu2BjwInfHIevY/viewform?edit_requested=true)
- Created Jeopardy Game for members to learn all Security Plus Domains (https://www.playfactile.com/bcasecplus)
- Constructed a Cyber Hygiene best practice playbook for all Black Cybersecurity Association Members.

[first and last name] ⌷ [phone number or email address]

PROFESSIONAL MEMBERSHIPS

- BlackCloudGeeks, [2021-Present]
- Black Cybersecurity Association, [2020-2021]

CERTIFICATIONS

- Certified Kubernetes Administrator
- AWS Security Specialty Certification
- AWS Developer Certification
- AWS Solutions Architect Certification
- AWS Cloud Practitioner Certification
- CompTIA CYSA+ Certification
- CompTIA Linux+ Certification
- CompTIA Security+ Certification
- CompTIA A+ Certification