

SUNSET HEARD

CLOUD ENGINEER | AWS INFRASTRUCTURE | TECHNICAL SUPPORT

Corsicana, Texas • sunsetheard@gmail.com

PROFESSIONAL PROFILE

Cloud engineering career-transition professional building hands-on AWS infrastructure projects with Terraform, Git, and GitHub. Brings a strong foundation in technical support, computer systems, electronic systems, customer operations, troubleshooting, documentation, and security-focused environments. Experienced translating user needs into practical solutions, resolving operational issues, learning unfamiliar technologies quickly, and supporting mission-critical work with accuracy and discipline.

TECHNICAL COMPETENCIES

Cloud & Infrastructure

AWS services • Infrastructure as Code • Terraform • Cloud architecture fundamentals

Development Workflow

Git • GitHub • Version control • Technical documentation • Troubleshooting

Security & Reliability

IAM concepts • Access control • Monitoring concepts • Safety and compliance

Platforms & Tools

AppFolio • Microsoft Office • Web-based business systems • Remote support tools

Systems & Networking

Linux fundamentals • Computer systems • Basic networking • DNS • TCP/IP concepts

Support & Operations

Technical support • Root-cause analysis • Process improvement • Customer communication

Professional Strengths

Problem solving • Cross-functional collaboration • Adaptability • Detail orientation

Current Focus

AWS cloud projects • Terraform deployments • GitHub portfolio development

CLOUD ENGINEERING PROJECTS

Cloud Resume Challenge | AWS + Terraform + GitHub

Career-transition portfolio project | In progress

- Building and documenting a cloud-hosted resume project to demonstrate practical AWS architecture, deployment, security, and troubleshooting skills.
- Using Terraform to define and manage cloud resources through repeatable Infrastructure as Code workflows.
- Maintaining project files, version history, issue resolution notes, and deployment updates in GitHub.
- Testing system compatibility, diagnosing configuration problems, and iterating on solutions through hands-on builds.
- Developing a recruiter-facing portfolio that connects cloud infrastructure decisions to business reliability, security, and user experience.

AWS Infrastructure Practice Labs

- Practicing deployment and configuration of core AWS services while strengthening cloud networking, identity, monitoring, and resource-management fundamentals.
- Creating reusable Terraform configurations and documenting setup steps, failures, fixes, and lessons learned for employer review.

RELEVANT PROFESSIONAL EXPERIENCE

Revenue Associate / Technical Support | Electrolux

Augusta, GA | Jun 2010 - 2011

- Resolved customer and product issues through structured technical troubleshooting, service coordination, and clear communication.
- Scheduled service and coordinated dispatch activity while maintaining accurate records across back-office workflows.
- Supported Correspondence, Back Office, Liabilities, and special-project functions, adapting quickly to new systems and procedures.
- Helped implement new operational programs and trained team members on updated processes.

Property Manager / Leasing Consultant | LRCA Group

Remote / Dallas, TX | Jul 2011 - Sept 2013

- Managed digital operations and customer support for more than 65 residential and multifamily properties using AppFolio.
- Troubleshoot user, account, leasing, and workflow issues across web-based systems while coordinating owners, residents, and vendors.
- Maintained records, communicated process changes, and balanced multiple time-sensitive priorities in a remote environment.

Cryptologic Technician / Electronic Warfare (CTT/EW) | U.S. Navy

Great Lakes, IL | Jul 2002 - Jul 2004

- Worked with secure computer systems, electronic warfare equipment, and technical operating procedures in a security-sensitive environment.
- Applied disciplined documentation, access-control awareness, troubleshooting, and operational accuracy to mission-focused work.

Supervisor / Direct Care Professional | ResCare / Educare

Corsicana, TX | Sept 2014 - Feb 2024

- Supported daily operations, staff coordination, documentation, incident response, and continuity of care in a regulated environment.
- Solved real-time operational problems, communicated across teams, and maintained accurate records under pressure.

ADDITIONAL EXPERIENCE

Country Meadows - CNA | Corsicana, TX | Jan 2025 - Present

Safety-focused resident care, documentation, supply readiness, and shift operations.

ShiftKey - PRN CNA | Corsicana, TX | Jun 2024 - Present

Adaptable support across multiple facilities and changing operational environments.

Focused Care - CNA | Waxahachie, TX | May 2024 - Present

Resident support, documentation, communication, and compliance procedures.

Heritage Oaks - Resident Transport | Corsicana, TX | Jun 2024 - Jan 2025

Time-sensitive scheduling, logistics coordination, and customer service.

EDUCATION

Bachelor of Science, Business Management | Full Sail University, Orlando, FL

High School Diploma | Thomson High School, Thomson, GA