

# TATENDA MANYEPA

## AWS CLOUD PROFESSIONAL

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### PROFESSIONAL SUMMARY

Results-driven Cloud Professional with hands-on experience in AWS cloud architectures, DevOps practices, and infrastructure automation. Skilled in designing, implementing, and optimising cloud solutions, with expertise in AWS services, Terraform, CI/CD and security best practices. Strong background in technical engineering, system troubleshooting, and problem-solving, with a growing specialisation in cloud migrations, infrastructure as code, and scalable architectures. Passionate about cloud security, automation, and helping organisations transition to efficient cloud solutions.

### TECHNICAL EXPERTISE

- Cloud Platforms:** AWS
- Infrastructure as Code:** Terraform, AWS CloudFormation
- Scripting and Automation:** Shell Scripting
- Containerisation and Orchestration:** Docker, Kubernetes
- Database Management:** SQL, Microsoft SQL Server, DynamoDB
- Monitoring and Logging:** CloudWatch, AWS X-Ray
- CI/CD:** AWS CodePipeline, CodeBuild, CodeDeploy, GitHub Actions
- Security & Compliance:** IAM, AWS Secrets Manager, AWS WAF, CloudTrail
- Networking & Security:** VPC, Subnets, Security Groups, Load Balancers, VPNs, IAM

### KEY COMPETENCIES

Communication & Stakeholder Management	Problem-Solving & Critical Thinking
Adaptability & Continuous Learning	Collaboration & Teamwork
Business Acumen & Strategic Thinking	Leadership & Decision-Making

### TECHNICAL PROJECTS

- AI-Powered Data Pipeline for E-commerce Demand Forecasting:** Built a real-time demand forecasting solution using AWS Lambda, S3, Glue, and SageMaker, designing a serverless data pipeline that ingests, processes, and analyses data. The solution can improve forecast accuracy by 35% therefore reducing stockouts and overstocking.
- AWS CI/CD Pipeline with Security Best Practices:** Developed an end-to-end AWS CI/CD pipeline using AWS CodePipeline, CodeBuild, and CodeDeploy, integrating IAM role-based access control and AWS Secrets Manager to enhance security. The solution reduces deployment time by 50% and minimises manual errors.
- Kubernetes-Based Orchestration Platform:** A Secure and Scalable Multi-Cloud Solution: Designed a Kubernetes-based solution architecture, leveraging Terraform to provision EKS clusters across multi-cloud environments and implementing real-time event-driven communication using Kafka and MQTT.
- Migrating Warehouse Automation Systems to AWS:** Designed a cloud migration solution architecture for an on-premise systems, incorporating real-time monitoring, automated health checks, and cost optimisation to ensure a scalable and resilient AWS infrastructure.

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## PROFESSIONAL EXPERIENCE

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Inteq, Technical Engineer

Jan 2024 - Present

Worked in a warehouse automation and robotics environment, managing system performance, troubleshooting technical issues, and ensuring operational efficiency for enterprise clients.

- Incident Management & Troubleshooting: Attend bridge calls, investigate system issues, analyse logs, and write detailed Root Cause Analyses (RCAs) to diagnose and resolve problems efficiently.
- System Performance & Optimisation: Perform server patching, health checks, and infrastructure monitoring to ensure optimal performance and minimise downtime.
- Customer & Stakeholder Engagement: Collaborate with cross-functional teams and communicate technical insights clearly to non-technical stakeholders, ensuring smooth day-to-day operations.
- Data Analysis & RCA: Investigate data anomalies using SQL queries and monitoring tools, identifying root causes for technical irregularities and implementing long-term solutions.
- Reporting & Transparency: Maintain accurate records of system performance and incident reports, ensuring visibility and accountability across stakeholders.
- Issue Escalation & Collaboration: Work cross-functionally to escalate unresolved issues, streamline resolution processes, and reduce incident timelines.
- Insights for Decision-Making: Deliver clear, data-backed technical findings to stakeholders, enabling informed, strategic decisions.

**Key Achievement:** Improved incident resolution time by 20% through enhanced troubleshooting workflows, manual system monitoring, and proactive data anomaly investigation

Synamedia, Associate Technical Consultant

Sept 2022- Nov 2023

Worked in a fast-paced video technology environment, supporting the delivery of advanced media solutions.

- Delivered 10+ technical presentations to clients, translating complex systems into business-friendly solutions.
- Migrated a client system to AWS cloud platforms, improving scalability and cost efficiency.
- Authored 6 technical knowledge documents and training materials for internal teams on Linux and SQL.
- Implemented a password rotation solution for 50+ employees, improving security and system reliability.
- Collaborated with stakeholders and cross-functional teams to ensure client expectations were met efficiently.

**Key Achievement:** Led the successful implementation of a Video on Demand (VOD) headend project, aligning technical outcomes with client requirements.

Close Brothers, IT Helpdesk Analyst

May 2021 - July 2022

Worked in a regulated banking environment, delivering frontline IT support and ensuring secure, efficient resolution of technical issues across critical systems

- Managed 40–50 daily technical support tickets, providing prompt resolution and reducing issue escalation rates.
- Communicated troubleshooting steps effectively to non-technical users, increasing self-resolution rates.
- Assisted with software deployments and network infrastructure upgrades.
- Recorded and documented support cases, ensuring accurate reporting for ongoing process improvements.

**Key Achievement:** Improved first-contact resolution rates by refining troubleshooting documentation and workflows.

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## EDUCATION & CERTIFICATES

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**Master of Science in Information and Communication Technology**

Anglia Ruskin University, Cambridge (2019 – 2021)

**Bachelor of Science in Biomedical Science**

University of Hertfordshire, Hatfield (2015 – 2019)

**Professional Training and Courses:**

AWS Solutions Architect Professional Certificate (Coursera)

Certified Cloud Security Professional (CCSP) Training (LinkedIn Learning)

**Certifications:** AWS Solutions Architect Associate - In progress (Target: May 2025)

**References:** Available Upon Request