Hunter **Lane**

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Professional Experience

Amazon Web Services (AWS)   *Remote*
CLOUD SUPPORT ENGINEER   *June 2022 – Present*
- Serve as a tenured Subject Matter Expert in the Storage & Content Delivery profile of AWS (S3, AWS Backup, Lambda@Edge, etc.)
- Resolve complex, multi-service infrastructure issues (S3, Lambda, IAM, EC2, CloudWatch, etc) for Enterprise clients
- Lead cost optimization initiatives for Fortune 500 AWS customers, analyzing AWS service usage patterns and recommending solutions
- Debug and optimize Lambda functions (Python, Java, Node.js) for performance and security
- Guide customers in implementing IAM best practices and security configurations across AWS environments
- Developed internal dashboard tool integrating AWS Backup APIs (JavaScript) to enhance AWS support capabilities globally
- Create and deliver technical training on AWS cloud infrastructure management and security best practices

Fresh Technology   *Remote*
IT SPECIALIST   *Aug 2021 – June 2022*
- Developed PowerShell and Bash scripts to automate routine troubleshooting and system monitoring tasks across 400+ client sites
- Guided on-site personnel in configuring system and network infrastructure of 50+ new client sites
- Monitored Cisco Meraki networks and resolved connectivity issues to maintain 99.5% client uptime
- Resolved 250+ monthly support tickets; consistently recognized as a top performer

Troy Regional Medical Center   *Troy, AL*
SYSTEM ADMINISTRATOR   *May 2020 – Dec 2021*
- Administered 40+ virtual Windows/Linux servers across VMWare infrastructure and 20+ physical servers
- Managed comprehensive backup and disaster recovery solutions, eliminating system outages across critical healthcare infrastructure
- Achieved HIPAA compliance through comprehensive infrastructure overhaul during pandemic operations
- Reduced hardware costs by 75% through innovative procurement while rapidly accelerating infrastructure modernization
- Developed 20+ PowerShell scripts automating administrative tasks across Active Directory, Azure AD, and Group Policy
- Led cloud migration initiative by integrating on-premises Active Directory with Azure cloud services
- Implemented new policies regarding secure access management and role-based permissions for clinical and administrative staff

Troy University   *Troy, AL*
HELPDESK TECHNICIAN   *March 2019 – April 2020*
- Provided extensive general frontline support to university staff and student body across diverse technology environments
- Configured and assessed hardware and software environments per established security-focused runbooks
- Supported university-wide multi-factor authentication rollout initiative for thousands of accounts

Skills & Certifications

Certifications: AWS Solution Architect Associate, AWS Security Specialty, CompTIA Security+
AWS Administration: AWS Architecture (S3, EC2, etc.), AWS Backup & Disaster Recovery, Cost Optimization
System Administration: Windows / Linux Servers, IAM and Security Configuration, Hybrid Cloud / On-Prem
Scripting & Automation: PowerShell, Python, JavaScript, Bash (basic), Infrastructure as Code (CloudFormation, Terraform)

Education

Troy University   *Troy, AL*
BSBA IN INFORMATION SYSTEMS   *Aug 2017 – July 2021*
GPA: 3.7