

# Tyler Tamalunas

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## SUMMARY

Infrastructure oriented engineer with a B.S. in Software Engineering. Experienced in AWS cloud services, large-scale infrastructure deployment, automation, network operations, and reliability tasks. Skilled in scripting, monitoring, configuration management, and systems support under high-availability demands. I strive to learn and progress alongside my team, while producing top quality work and customer satisfaction.

## EDUCATION & CERTIFICATIONS

Bachelor of Science, Software Engineering | Western Governors University

AWS Certified Solutions Architect – Associate

ITIL 4 Foundations

CompTIA Project+

## PROFESSIONAL EXPERIENCE

### **Amazon | IT Support Engineer | March 2021 – Present | Skokie, IL**

- Maintained 99% uptime across multi-site network and compute infrastructure.
- Led pre-peak season network upgrades that improved stability by 20%.
- Built and deployed infrastructure for four fulfillment centers, including over 50 MDF/IDF rack builds, structured cabling, power systems, network hardware, and environmental monitoring.
- Automated provisioning and firmware updates of network devices using internal scripts and AWS tooling.
- Managed Linux and Windows systems, VPN, DNS, DHCP, authentication, and network services across distributed sites.
- Performed endpoint lifecycle management (imaging, deployment, asset tracking, decommissioning), patch management, compliance, and security-event response including MFA and phishing remediation.
- Conducted root-cause analysis for recurring incidents; authored SOPs and knowledge-base documentation to reduce repeated failures.
- Led 10+ major infrastructure projects including a full IT hub reorganization and a site-wide migration to a new network security architecture.

### **Highland Ventures LTD | IT Manager | June 2020 – March 2021 | Glenview, IL**

- Managed a team of 10 System Support Technicians
- Mentored new hires and conducted semi-yearly performance reviews.
- Oversaw endpoint administration, vendor coordination, hardware/software lifecycle, and support escalations.

- Automated internal IT workflows with Bash and Python, improving reliability and reducing manual effort.
- Created technical documentation and training materials to standardize support processes and speed onboarding.

#### **Highland Ventures LTD | Junior Systems Administrator | April 2019 – June 2020 | Glenview, IL**

- Connected to remote CentOS servers via SSH to review system logs, identify application and service errors, and validate fixes.
- Performed remote upgrades and basic administration tasks, including service restarts, package updates, and resource monitoring.
- Diagnosed network issues across retail locations, verifying connectivity, DNS, and interface status from the server side.
- Guided on-site store associates through hardware procedures such as drive replacements, RAID configuration steps, and post-swap validation.
- Supported day-to-day store operations by troubleshooting POS, network, and system incidents for 800+ locations and 3000+ users.

## **PROJECTS**

### **Cloud Resume | Personal Portfolio Site**

- Deployed portfolio site on AWS using S3 + CloudFront + Route 53
- Implemented serverless visitor-counter API with Lambda, API Gateway & DynamoDB.
- Managed full infrastructure-as-code deployment with Terraform

### **DIY Project Planner**

- Built a full-stack price-aggregator web application using Java and Spring Boot
- Version-controlled using Git

### **Personal Book Library (Android)**

- Created native Android application (Java, SQLite) with full CRUD operations, local data persistence, UI for search/filter, and integration testing

## **SKILLS**

- **Cloud & IaC:** AWS (EC2, S3, CloudFront, Lambda, API Gateway, DynamoDB, IAM), Terraform
- **Systems & Networking:** Linux, TCP/IP, DNS, DHCP, VLANs; rack & power management
- **DevOps & Automation:** Bash, Python, PowerShell; automated deployments; configuration management; AWS CLI
- **Monitoring & Operations:** CloudWatch, NetBotz/SNMP-based monitoring, logging, uptime maintenance, incident response, patch/compliance management, identity & access (MFA/AD)
- **Software & Development:** Java, Spring Boot, Python, REST APIs, SQL, Git, CI/CD fundamentals
- **Tools & Platforms:** GitLab/GitHub, ServiceNow, MDM/end-point tooling, imaging & provisioning tools, documentation & SOP creation