

Mark Armstrong

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Skills

- Cloud: AWS, Infrastructure as Code, Virtualization, CI/CD, SQL
- Programming Languages: Python, Bash, HTML, JavaScript
- Operating Systems: Linux, Windows, Mac

Projects

Personal Website (CV Host)

Technologies: AWS (Route 53, S3, CloudFront, ACM, WAF) HTML, CSS

- Utilized AWS services (Route 53, S3, CloudFront, ACM) to create a secure and scalable hosting environment.
- Implemented AWS WAF to safeguard the website against common web vulnerabilities.
- Designed the site with HTML, prioritizing responsiveness and user experience.

Multi-Tier Web Application with Load Balancing and Auto Scaling

Technologies: AWS (EC2, RDS, S3, ALB, ASG, CloudWatch)

- Configured EC2 instances for web and application servers, with RDS for database management.
- Deployed an Application Load Balancer to distribute traffic and an Auto Scaling Group to automatically adjust instance count based on demand.
- Set up CloudWatch alarms to monitor resource utilization and trigger automated scaling, maintaining application performance.

Experience

Cloud Computing Consultant | 07/2024 - Current

- Consultant for small businesses on transitioning from on-premises infrastructure to highly available, secure, and scalable solutions using AWS Cloud services.

Desktop Analyst 1 | Dane Street | Palm Beach Gardens, FL, USA | 01/2023 - 07/2024

- Achieved resolution of over 1,800 support tickets within the initial three months, attaining an 84% resolution success rate, a significant improvement over historical benchmarks. This performance led to a 32% reduction in customer complaints, demonstrating enhanced problem-solving efficiency and customer satisfaction.
- Deployed a secure, scalable third-party email security solution that leverages AI to scan and filter all incoming emails, reducing ransomware, phishing, and malware threats by 70% through automated detection and blocking.
- Supported the development team with AWS tasks, including updating Route 53 alias stacks and configuring AWS Workspaces for departments requiring Windows virtual machines.

Cyber Security Analyst, Intern | Purple Frog Graphics | West Palm Beach, FL, USA | 06/2021 - 08/2021

- Designed an engaging curriculum for a comprehensive cybersecurity initiative targeting critical threat-response strategies; delivered interactive workshops leading to increased employee awareness regarding security threats by over 60%.
- Developed and presented a cybersecurity strategy presentation to company executives, outlining improvement measures for enhancing security across multiple organizational areas.

Certification

- AWS Certified Solutions Architect - Associate
- AWS Certified Cloud Practitioner

Education

Bachelor of Applied Science Palm Beach State College | Lake Worth Beach, FL, USA | 08/2018 - 05/2022

- Major in Information Management - Security and Network Assurance