Eric Chiffolo

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EXPERIENCE

Cloud Engineer April 2022 – Present
Paymerang *Richmond, VA*
- Design, deploy, and manage AWS infrastructure using AWS Cloud Development Kit (CDK) and Infrastructure as Code (IAC) with Typescript.
- Automate cloud infrastructure tasks and workflows by developing scripts in Javascript, Python, and Bash.
- Orchestrate the creation and upkeep of efficient CI/CD pipelines with GitHub Actions and Code Pipeline, accelerating code deployment cycles and boosting developer productivity.
- Developed an alerting system integrating AWS EventBridge and Lambda to channel alerts from AWS services like Connect, Kinesis Streams, and Cloudwatch to Microsoft Teams, greatly improving incident response time.
- Author and implement secure IAM policies and roles for 250+ users to enforce the principle of least privilege, significantly enhancing system security.

Technical Support Engineer August 2017 – Present
Capital One *Glen Allen, VA*
- Provide phone and chat technical support for over 50,000 end-users, including Capital One employees, VIPs, third-party vendors, and contractors.
- Handle a high-volume of technical issues, with an 85% first call resolution rate, averaging 40-50 calls per day.
- Engage in advanced software and hardware issues which include: Microsoft SCCM Configuration/Repairs, VMWare Fusion/Horizon machine setup, Active Directory account access provisioning/entitlements, F5 VPN Network connectivity, Microsoft Outlook and G-Suite shared mailbox setup, and peripheral and mobile device (iOS/Android) support.

Solution Center Specialist August 2016 – July 2017
CarMax *Richmond, VA*
- Utilized remote access tools to provide over-the-phone technical support for over 160+ locations.
- Collaborated with the Network Operations Center to proactively identify database, server, telecommunication, and power failures, leading to an increase in system availability.

CERTIFICATIONS

AWS Certified Solutions Architect – Associate (SAA-C02). Certification ID: 8T58Y8RLPBQ1Q9WY

Microsoft Certified: Azure Fundamentals (AZ-900). Certification ID: I160-2348

PROJECTS

Created a static resume website with S3 on a custom domain using CloudFront, Certificate Manager, and Route 53. Used CodePipeline to deploy code to S3 from a GitHub repository to create an automated CI/CD pipeline. Modified an HTML template and added a visitor counter using Python with a Lambda function triggered by API Gateway. Stored the count in a DynamoDB table.

Link: ericchiffolo.com

TECHNICAL SKILLS

Operating Systems: macOS, Linux, Windows 7/10/11
Software/Platform: Amazon Web Services (AWS), Microsoft Azure, Active Directory, Github Actions, Git
Protocols: LAN/WAN, DNS, DHCP, RDP, LDAP
Languages: Typescript, Javascript, Python

EDUCATION

George Mason University Fairfax, VA
Bachelor of Fine Arts in Computer Game Design *Aug. 2011 – May 2015*