

Bradley Matera

Cloud Support Technician

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EDUCATION

- Bachelor of Science in Web Development (B.S.), Full Sail University, Winter Park, FL - October 2025
- Cumulative GPA: 3.64
- Relevant Coursework: Interfaces and Usability, Database Systems, Server-Side Languages, Advanced Server-Side Languages, Programming for Web Applications, Deployment of Web Applications, Cloud Application Development, Web Application Integration, Application Integration and Security, Interface Programming, Application Development, Discrete Mathematics
- Activities and societies: Tech Talk Club - Weekly Agile-style standups with classmates to track progress, solve issues, and support each other's projects.
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- Fallen Knight: Requiem of Honor - Game jam project for KAJAM, Dec 2023. Built with classmates and ranked #9 in Artstyle. <https://itch.io/iam/kajam/rate/3114394>

SUMMARY

Cloud support professional with AWS support engineering training, hands-on experience troubleshooting distributed systems, and a strong foundation in documentation, incident analysis, and customer communication. Comfortable monitoring systems, triaging alerts, and escalating complex issues through structured support tiers. Experienced working in regulated, protocol-driven environments with strict documentation requirements. Eager to master Azure cloud technologies and apply my troubleshooting discipline to Atmosera's managed services operations.

SKILLS

- Cloud troubleshooting, infrastructure analysis, networking fundamentals, distributed systems
- Incident monitoring, alert triage, telemetry analysis, root cause isolation
- Documentation, knowledge base maintenance, process improvement, best practice promotion
- Customer communication, explaining technical concepts to non-technical audiences
- JavaScript, Node.js, SQL fundamentals, API integrations, GitHub, VS Code, Docker
- AWS Lambda, DynamoDB, S3, Amplify, CloudFront; eager to master Azure
- Windows and Linux fundamentals, virtual server concepts, command-line basics

CERTIFICATIONS

- AWS Certified Solutions Architect - Associate (SAA-C03), issued July 2025, expires July 2028
- AWS Certified AI Practitioner (AIF-C01), issued August 2025, expires August 2028
- freeCodeCamp JavaScript Algorithms and Data Structures; Responsive Web Design

EXPERIENCE

Cloud Support Engineer Intern - Amazon Web Services (AWS), Seattle, WA

May 2025 - Aug 2025

- Completed intensive AWS support engineering internship focused on cloud troubleshooting, networking concepts, infrastructure analysis, and operational workflows.
- Monitored and analyzed distributed system behavior through guided troubleshooting labs, triaging issues and identifying root causes across interconnected cloud services.
- Troubleshot and resolved technical issues involving virtual servers, networking configurations, and cloud infrastructure components.
- Documented findings, resolution steps, and system behavior clearly to maintain knowledge base and support training scenarios.
- Escalated complex cases appropriately when issues exceeded scope, ensuring proper handoff with clear context and documented evidence.
- Created transparent infrastructure cost-analysis models using measurable inputs, demonstrating ability to analyze system metrics and communicate insights.

Junior Frontend Developer / Freelance Contributor - CIRIS Ethical AI, Remote

Oct 2024 - Jun 2025

- Troubleshot local setup issues, deployment problems, and configuration errors through systematic isolation of variables.
- Improved onboarding documentation and knowledge base content, reducing repeat questions and accelerating new contributor ramp-up time.
- Added logging and debugging visibility around authentication issues, making complex problems easier to diagnose and resolve.
- Communicated technical issues and solutions clearly to distributed team members through GitHub Issues and documentation updates.

Case Manager - Mason County, WA

Sep 2022 - Jan 2023

- Managed concurrent caseloads across multiple court systems, monitoring compliance status and identifying issues before they escalated.
- Communicated complex requirements clearly to distressed clients, translating technical court processes into understandable terms.
- Documented all interactions meticulously in structured systems, maintaining accurate records for audit and compliance review.
- Coordinated with multiple agencies to resolve client issues efficiently, providing regular status updates to all stakeholders.

Medic - US Army, Ft. Bragg

June 2011 - April 2014

- Provided medical support in field and training environments, following strict protocols and maintaining detailed documentation under pressure.
- Developed discipline for systematic troubleshooting: assess symptoms, isolate causes, implement solutions, document outcomes.
- Operated in 24/7 readiness environments where alertness, reliability, and protocol adherence were critical.

WHAT I BRING

- AWS cloud support training with direct experience monitoring systems, triaging issues, and documenting resolutions — ready to transfer those skills to Azure.
- Strong customer service orientation from case management work with distressed clients, paired with technical communication skills from cloud engineering training.

- Comfortable explaining technical concepts to non-technical audiences — from court clients to AWS training scenarios to distributed development teams.
- Experience working in regulated, protocol-driven environments with strict documentation standards — Army medical operations and court compliance.
- Willing to obtain Public Trust Clearance within 90 days of employment.
- Eager to pursue Azure certifications with Atmosera's certification bonus and exam fee support.
- Reliable, adaptable, and prepared to work in a 24x7 operations environment — demonstrated by Army service and construction work requiring early starts, long shifts, and consistent attendance.
- Remote-work ready with strong self-management habits, clear communication practices, and experience collaborating with distributed teams.