

# Bradley Matera

## IT Support

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## EDUCATION

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- 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

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Entry-level IT and support-focused candidate with AWS support engineering training, troubleshooting practice, documentation habits, and a background working with people under pressure. I am comfortable learning systems, documenting steps, and communicating clearly when users need help.

## SKILLS

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- Troubleshooting, user support, technical documentation, issue tracking
- Networking fundamentals, cloud troubleshooting, AWS support training
- GitHub, VS Code, Docker, Trello, basic command-line and local development workflows
- JavaScript, HTML, CSS, SQL fundamentals, customer communication

## CERTIFICATIONS

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- 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

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### Cloud Support Engineer Intern - AWS Internship, Seattle, WA

May 2025 - Aug 2025

- Completed AWS support engineering internship focused on cloud troubleshooting, networking concepts, infrastructure analysis, and operational workflows.
- Worked through guided troubleshooting labs and technical support exercises involving distributed cloud systems.
- Completed guided support rotations in training environments with no customer data.
- Created a transparent infrastructure cost-analysis model using measurable cloud usage metrics.

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

Oct 2024 - Jun 2025

- Improved onboarding and setup documentation for new contributors, including environment notes and JWT guidance.
- Added logging around token verification for better debugging and contributed small code updates through merged PRs.
- Fixed lint issues and improved error messages where applicable.
- Created Docker Compose configuration for local development and documented larger ideas as GitHub Issues.

## ADDITIONAL RELEVANT BACKGROUND

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- Mason County, WA - Case Manager: documented client progress, communicated requirements clearly, and supported people through court-related processes.
- Stoneway Roofing Supply / Ascend Roofing: built reliability, safety awareness, physical endurance, and job-site communication through hands-on work.

## ADDITIONAL EXPERIENCE

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### Medic - US Army, Ft. Bragg

June 2011 - April 2014

- U.S. Army combat veteran with experience operating under pressure in high-stress environments.
- Completed Health Care Specialist AIT and field protocol training, developing discipline for following step-by-step procedures under pressure.
- Comfortable learning and adapting quickly to new technical environments.