# Jenade Moodley

## Cloud Engineer

Seasoned Cloud Engineer with experience in Cloud, System, and Software Engineering. Bachelor of Science Honours in Computer Science from university of Kwa-Zulu Natal. Skilled in Cloud Architecture, Linux System Engineering, Technical Support, Technical Training, and Containers. Based in Durban, South Africa

⊙ Durban, South Africa

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in jenademoodley (LinkedIn)

jenademoodley (GitHub)

# Work

## Amazon Web Services

### Cloud Support Engineer II
Dec 2021 – Present

My role at AWS is to resolve diverse and in-depth customer support queries, focusing on large enterprise customers, including Fortune 500 companies, with complex environments and architecture. I also mentored, trained, and upskilled engineers within the organization, and focused on support engineering projects.

- Pioneer for the AWS Premium Support Andon Program (PSAP) in Cape Town
- Quality Champion - Evaluate the quality and appropriateness of Support correspondences of engineers
- Member of ECS (Elastic Container Service) Support Operations
- Leader of the ECS Pioneer initiative which trained AWS engineers globally on Docker, containerization, and ECS/Fargate
- ECS Subject Matter Expert - Proved deep technical expertise on using and troubleshooting ECS, capable of answering in-depth queries and further develop the ECS service offered by AWS

### Cloud Support Engineer I
Sep 2019 – Dec 2021

### Cloud Support Associate
Jun 2018 – Sep 2019

### Graduate Cloud Support Associate
Dec 2017 – Jun 2018

## University of Kwa-Zulu Natal

### Student Tutor
Jan 2017 – Dec 2017

At UKZN I assisted the Computer Science faculty by tutoring students, facilitating exams, and graded assignments and assessments

- Assisted in teaching of tutorials and practicals
- Graded assignments and practical assessments
- Facilitated tests and exams

## Education

### University of Kwa-Zulu Natal

**Computer Science**

Jan 2014 – Dec 2016

Bachelor of Science

## Courses

- Computer Science
- Mathematics
- Statistics

### University of Kwa-Zulu Natal

**Computer Science**

Jan 2017 – Dec 2017

Bachelor of Science Honours (Summa Cum Laude)

## Courses

- Computer Science (Advanced)

## Awards

### Wise Guru Award

Awarded by **AWS Support Engineering**

Apr 2023

This award is for engineers who are pivotal in the team's mentoring and training efforts.

## Certificates

### Linux+

Issued by **CompTIA**

Apr 2018

### AWS Certified Solutions Architect - Associate

Issued by **Amazon Web Services**

Jun 2020

### AWS Certified SysOps Administrator - Associate

Issued by **Amazon Web Services**

Jul 2020

### AWS Certified Developer – Associate

Issued by **Amazon Web Services**

Jul 2022

### AWS Certified Solutions Architect – Professional

Issued by **Amazon Web Services**

Sep 2022

### Container Service (ECS) Subject Matter Expert

Issued by **AWS Support Engineering**

Sep 2022

## Publications

### Weather Characterization from Outdoor Scene Images

Published by **International Conference on Computer Vision and Graphics**
Sep 2018

Research paper presenting a variety of techniques to characterize outdoor scene images into their respective weather components; the sky condition (sunny or cloudy), the presence of rain, and the visibility.

## Skills

### Linux

RedHat　CentOS　Ubuntu

Kernel　Debugging

Troubleshooting

### Cloud Architecture

AWS　VPC　EC2　ECS

ECR　Fargate　RDS　EFS

ElastiCache　EKS　Batch

ELB　IAM　CloudFormation

XRay　S3

### Systems Engineering

Networking　Load Balancing

Web Applications　Nginx

Apache　MySQL　Docker

Kubernetes　IaC

### Programming

Java　Python　C++　PHP

JavaScript

## Languages

### English

Native speaker

### Afrikaans

Limited working proficiency

## Interests

### Gaming

Open World RPG

### Hiking

Beautiful Scenery