



OWEN VALENTINE

SYSTEM/NETWORK/CLOUD ENGINEER

ABOUT

Owen is a seasoned Software Development-adjacent System/Network/Cloud Engineer, most recently at Amazon Web Services. Skilled at Consultation, Technical Support, Technical Documentation, Linux System Engineering, Virtualization and Technical Training

WORK EXPERIENCE

Amazon Web Services

<https://aws.amazon.com>

June 2019 – Present

Cloud Support Engineer

AWS is (currently) the world's leading public cloud provider, and a pioneer in the cloud space

Highlights

Pioneered the AWS Premium Support Andon Program (PSAP) in Cape Town

Trained >80 engineers globally on Docker, containerization and ECS/Fargate

Maintained a perfect customer satisfaction record

Became a go-to engineer (in a team of >60) for basically any topic in short time

Member of ECS (Elastic Container Service) and CloudEndure support operations

Umanix

<https://www.umanix.co.za>

February 2018 – May 2019

Senior System/Network Engineer

Umanix is a small but above-weight-punching Managed Service Provider specializing in Linux, virtualization and cool internet tech

Highlights

Managed, maintained and improved full tech stack (Hypervisor cluster, LXC, Nginx, Java, MySQL, LXC) for a large-footprint local BI SaaS provider

Set up and maintained the company's helpdesk system, running Zammad, a Rails app with Postgresql and Elasticsearch

Drove company direction and strategy

Oversaw the work and training of three technicians, serving as an escalation point

Huge Networks

<https://www.hugenetworks.co.za>

February 2016 – January 2018

System Administrator

Huge Networks is a national Internet Service Provider, providing ADSL, Fibre and Wireless access at various levels, with an enterprise/telecoms focus

Highlights

Deployed, maintained and improved a number of POP3/IMAP/SMTP servers, as well as LAMP hosting infrastructure

Managed and maintained RADIUS and proxy RADIUS servers for DSL realms and other PPPoE uses

August 2015 – January 2016

Technical Support Agent

Highlights

Handled technical calls and emails from customers, covering all services provided by Huge Networks

Installed wireless/fibre equipment and handled technical support at customer sites

JustHost

March 2013 – June 2016

Owner/Founder

Founded and ran a small web hosting business for >3 years. A small number of very happy customers

Hudson Park Primary school

<http://www.hpps.co.za>

March 2012 – July 2015

Junior System Administrator

VOLUNTEER

Cambridge Primary School

<https://www.cambridgeprimary.co.za>

June 2010 – February 2012

IT Technician

ITEC

<https://www.itec.org.za>

March 2013 – June 2019

Web Services Provider/Consultant


CONTACT

 Cape Town ZA

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 <https://remount.ro>

 **LinkedIn**
[owenvalentine](#)


 **Keybase**
[chessmango](#)

 **GitHub**
[chessmango](#)

EDUCATION

2019 Present

Amazon Web Services

 AWS Certified Solutions Architect - Associate

2004 2008

Cambridge High School

 National Senior Certificate

Courses

English First Language

Afrikaans Second Language

Mathematical Literacy
Life Orientation
History
Biology
Geography

SKILLS

System Engineering Expert

- Networking
- Load Balancing
- Web Applications
- Nginx
- MySQL
- Ruby
- Python
- PHP
- Node.js
- Java
- SMTP
- POP3
- IMAP

Linux Expert

- Red Hat
- CentOS
- Ubuntu
- Kernel
- Troubleshooting

Cloud Architecture Professional

- AWS
- Azure
- GCP
- OCI
- VPC
- CloudEndure
- ECS
- EC2
- RDS
- ElastiCache

LANGUAGES

English	Native proficiency
Afrikaans	Working proficiency
Xhosa	Limited working proficiency