



Marcus Henry *AWS /DevOps Engineer*

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 <https://github.com/marcushenry>  Canadian & US Citizen

PROFILE

AWS Certified SysOps Administrator with 3+ years in technical operations, automation, and cloud infrastructure support. Hands-on with AWS services (EC2, VPC, S3, CloudWatch, IAM), CI/CD pipelines (GitHub Actions), and containerized deployments. Strong foundation in scripting (Python/Bash/PowerShell), log analysis, and observability practices. Eager to grow into Kubernetes and SaaS platform operations in a fast-paced, collaborative environment. Dual Canada/US citizen.

SKILLS

Cloud & Infrastructure

AWS (EC2, Elastic Beanstalk, ECS/Fargate, S3, RDS PostgreSQL, Route 53, VPC), Terraform, Ansible (Configuration Management).

Automation & Scripting

Python, Bash, PowerShell, GitHub Actions, Docker, Kubernetes.

Operating Systems

Linux (Ubuntu/Amazon Linux), Windows Server.

Operations & Tools

Jira Service Management, Confluence, NGINX, CloudWatch (Observability).

PROFESSIONAL EXPERIENCE

11/2022 – Present
Calgary, Canada

Systems Operations Administrator

Pandell - ESG Global

- Developed automation scripts using PowerShell to streamline endpoint security updates and eliminate manual configuration drift across the environment.
- Administer enterprise identity and access systems including Azure AD, Active Directory, Microsoft 365, and SSO integrations, ensuring secure and seamless authentication across corporate applications.
- Maintained infrastructure reliability in development and production environments, troubleshooting TCP/IP, DNS, and network connectivity issues to minimize downtime.
- Collaborated with development teams to investigate production issues using log analysis and observability tools, contributing to faster incident resolution and improved system visibility.
- Authored technical runbooks and standard operating procedures in Confluence, utilizing AI tools to accelerate troubleshooting and documentation workflows.
- Managed incoming technical requests and incident workflows using Jira Service Management, ensuring SLAs were met for critical system access and provisioning tasks.

05/2021 – 10/2022
Calgary, Canada

Technical Support Analyst (Tier 2)

Alberta Energy Regulator

- Managed a high-volume incident queue (100+ tickets/month), prioritizing critical system issues to meet SLAs and minimize business downtime.
- Diagnosed network connectivity (TCP/IP, DNS, VPN) and application performance issues across a 900+ user environment.
- Created and maintained internal technical documentation to streamline troubleshooting processes and improve team efficiency.

PROJECTS

Canada Men's National Soccer Team World Cup Squad Tracker

Ongoing | AWS, Docker, ECS/Fargate, CI/CD, Automation

Production web application that automatically updates and publishes CMNT squad data using scheduled cloud workflows.

- Containerized the match-stats updater script with Docker, published images to Amazon ECR, and resolved ARM/AMD64 runtime compatibility for ECS/Fargate execution.
- Designed and maintained CI/CD pipeline (EventBridge → ECS → S3) with Secrets Manager for secure credential injection, implementing automated deployment workflows with minimal downtime.
- Updated the frontend data flow to fetch *.json from CloudFront/S3, allowing data refreshes without full site redeployments.
- Deployed secure, globally distributed AWS infrastructure with encryption at rest and in transit, using S3, CloudFront, Route 53, ACM, and Terraform-based IaC.

Serverless API & Visitor Counter (AWS)

Completed October 2025 | AWS, Serverless, IaC

Built a serverless web application to demonstrate cloud architecture, infrastructure automation, and CI/CD best practices.

- Implemented a serverless backend using API Gateway → Lambda (Python) → DynamoDB to store and retrieve visitor metrics.
- Deployed a static frontend hosted on S3 and globally distributed via CloudFront using Route 53 DNS and ACM-secured HTTPS.
- Managed all infrastructure using AWS SAM/CloudFormation with version-controlled templates.
- Implemented GitHub Actions CI/CD pipelines with automated testing and atomic deployments, ensuring reliable release cycles and minimal downtime for infrastructure changes.

High-Availability VPC Architecture

Completed November 2025 | AWS, Terraform

- Designed and provisioned a production-style AWS VPC with public and private subnets, routing, Internet Gateway, and NAT Gateway using Terraform.
- Deployed an EC2-hosted web application with hardened security groups, instance profiles, and automated user-data bootstrapping.
- Configured Route 53 DNS and ACM TLS certificates to enable secure HTTPS access.
- Provisioned a multi-AZ VPC with public/private subnets, simulating a production network environment for PostgreSQL RDS and EC2 instances.

CERTIFICATES

- AWS Certified SysOps Administrator - Associate | 09/28/25
- AWS Certified Solutions Architect - Associate | 06/01/22

EDUCATION

2018 Kelowna	BSc Earth and Environmental Sciences UBCO
2018 Calgary	Certification - Digital Audio SAIT

LANGUAGES

- English - Native
- Spanish - A2