


Marcus Henry *Cloud Systems Administrator*

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PROFILE

Cloud-driven Systems Administrator with hands-on AWS experience and a strong foundation in automation, infrastructure, and CI/CD. Skilled in deploying serverless applications, implementing IaC with SAM/CloudFormation, and scripting workflow automation in PowerShell and Python. Known for modernizing infrastructure at Pandell through automated endpoint migrations and improving system reliability across a 100+ user environment. Currently advancing toward a full CloudOps/DevOps role through cloud projects, AWS certifications, and real-world automation experience.

PROJECTS

Cloud Resume Challenge (AWS, Serverless, IaC, CI/CD)

Completed October 2025

Built a serverless web application using AWS Lambda, API Gateway, DynamoDB, and S3 to demonstrate cloud architecture, automation, and operational skills. Implemented CI/CD deployments using GitHub Actions and managed infrastructure-as-code with AWS SAM/CloudFormation.

- Designed a static web frontend hosted on S3, served globally through CloudFront, and secured with ACM-issued HTTPS certificates.
- Deployed a backend using API Gateway → Lambda (Python) → DynamoDB, implementing a RESTful API to store and retrieve visitor counts (displayed at the bottom of my website, **marcushenry.ca**)
- Implemented Infrastructure as Code using AWS SAM/CloudFormation, managing all AWS resources through version-controlled templates.
- Built a complete CI/CD pipeline in GitHub Actions to lint, build, package, and deploy the SAM application to AWS automatically on every commit.
- Configured a custom domain using Route 53 with CloudFront alias records and enforced secure access through OAI and bucket policies.
- Added monitoring and operational visibility using CloudWatch metrics, logging, and SNS-backed alerts.

Traditional Web Hosting Infrastructure

Completed November 2025

Designed and deployed a production-style web hosting environment on AWS using Terraform to build a complete, modular infrastructure-as-code stack. This project demonstrated practical experience with networking, compute, security, automation, and cloud operations

- Built a fully customizable VPC with public and private subnets, route tables, an Internet Gateway, and a NAT Gateway following AWS networking best practices.
- Deployed a web application on EC2 using Terraform-managed instance profiles, user-data bootstrapping, and hardened security groups.
- Configured domain management through Route 53 with ACM-issued TLS certificates for secure HTTPS access.
- Implemented Terraform modules for VPC, networking, EC2 instances, IAM roles, and DNS to enforce consistency and reusability.

PROFESSIONAL EXPERIENCE

11/2022 – Present
Calgary, Canada

IT Systems Administrator

Pandell - ESG Global

- Administer enterprise identity and access systems including Azure AD, Active Directory, Microsoft 365, and SSO integrations, ensuring secure and seamless authentication across corporate applications.

- Automated the migration of all corporate endpoints between CrowdStrike tenants using a PowerShell deployment script via NinjaOne, eliminating manual work and improving endpoint security at scale.
- Manage the full onboarding and offboarding lifecycle for employees, including device provisioning, licensing, Intune enrollment, policy assignment, and application deployment.
- Maintain and patch Windows Server systems in the development environment, troubleshooting DNS, domain join, identity, and networking issues to ensure reliability.
- Support enterprise device management through Intune, Group Policy, and configuration baselines, enforcing security standards and improving fleet consistency.
- Collaborate with development and infrastructure teams to resolve system-level issues, assist with application access, and support internal production environments.
- Create and maintain internal documentation and automated workflows to reduce operational overhead and improve support efficiency

05/2021 – 10/2022
Calgary, Canada

Deskside Support Analyst

Alberta Energy Regulator

- Resolved 100+ technical incidents per month for a 900+ user environment, providing Tier 2 support for escalations requiring in-person troubleshooting.
- Diagnosed and fixed issues across Windows endpoints, network connectivity, VPN access, authentication, and Microsoft 365 applications.
- Performed hardware maintenance, imaging, device configuration, and replacement to maintain endpoint reliability.
- Created and maintained internal technical documentation to streamline troubleshooting processes and improve team efficiency.

SKILLS

Cloud & IaC

Terraform, AWS (S3, Lambda, API Gateway, DynamoDB, CloudFront, Route 53, IAM), CloudFormation, SAM

CI/CD & Automation

GitHub Actions, PowerShell, Python, Bash, NinjaOne scripting

Systems & Identity

Windows Server, Linux, Active Directory, Azure AD, Intune, SSO

Networking & Security

DNS, DHCP, TCP/IP, VPN, Firewalls, Endpoint Security (CrowdStrike)

Tools

Git, VS Code, SSMS, Microsoft 365

CERTIFICATES

- AWS Certified SysOps Administrator - Associate | 09/28/25
- AWS Certified Solutions Architect - Associate | 06/01/22
- ITIL 4 Foundations | 04/01/21
- CompTIA A+ | 04/01/20

EDUCATION

2018
Kelowna

BSc Earth and Environmental Sciences

UBCO

2018
Calgary

Certification - Digital Audio

SAIT

LANGUAGES

- English - Native
- Spanish - A2