Thobeka Mlambo

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Committed, curious, and dedicated professional with a strong work ethic and excellent communication skills. Summa Cum Laude graduate in Computer Science and IT, proficient in multiple programming languages. Recognized leader as President of the Golden Key International Honor Society. Experienced AWS Cloud Support Engineer specializing in database services including RDS, Aurora PostgreSQL, DocumentDB, DMS, CloudFormation, IAM, and Proxy. AWS Certified Solutions Architect Associated.

TECHNICAL SKILLS

- Programming Languages: Java, Python, C++, C#, VB.NET, ASP.NET
- Web Technologies: HTML/CSS, PHP, JavaScript
- Version Control: Git, GitHub
- Databases: PostgreSQL, Oracle, DocumentDB (MongoDB compatible)
- AWS Web Services: RDS, Aurora, DMS ,Proxy , General knowledge of services as assessed in the SAA certification
- Scripting: Python, Bash
- Infrastructure as Code (IaC) Tools : CloudFormation

PROFESSIONAL EXPERIENCE

Amazon Web Services   **April 2023- Present**
Cloud Support Engineer 1
Primarily responsible for solving customer cases through a variety of customer contact channels . Leveraging advanced troubleshooting techniques to provide tailored solutions through working with customers to dive deep into the root cause of an issue.

Key Responsibilities and accomplishments:
- Analyzed and troubleshooted customer environments, providing solutions for migrating to the cloud and integrating services like Lambda and RDS, DMS, SNS, and Event Bridge.
- Resolved 389 cases and received 158 positive customer feedback.
- Participated in mentoring and interviewing and participated in 3 successful candidate interviews
- Certified as an associate speaker and volunteered for 3 AWS Skills center field trips introducing high school students to coding and the cloud.
- Utilized scripting (Python, Bash) for troubleshooting needs.
- Contributed to the development of internal tooling , leveraging version control , participating in code reviews , testing and deploying.

Amazon Web Services   **Feb 2022 - Mar 2023**
Cloud Support Associate
Transitioned from Graduate to Associate . Supported customers with troubleshooting environments and
assessing under or over provisioning . Worked with stakeholders to ensure resolution of business
impacting customer issues.

Key Responsibilities and accomplishments:
- Educated and provided technical support to customers on AWS cloud infrastructure and services like
  RDS, Aurora , DocumentDB, RDS proxy, and DMS
- Advised on architecture and resource sizing, migration strategies and cost optimization.
- Resolved 382 cases and received 152 positive customer feedback.
- Contributed as ,co-lead to team synergy initiatives and team website maintenance.

University of Kwazulu Natal   **Feb 2019 - Dec 2021**
Tutor , Demonstrator , Supplementary Instruction Leader
Lead classes and tutor sessions across separate modules Python, Java , HTML and CSS

Key Responsibilities and Accomplishments:
- Analyzing student-submitted code for correctness and algorithm efficiency i.e. debugging
- Demonstrating code and algorithmic solutions to given problems , both theoretical and practical as well
  as facilitating the application of problem solving techniques
- Reinforcing and simplifying otherwise complex computer science concepts to students
- Providing correct or alternative solutions to the given problems and analyzing where a student may
  have been confused to allow constructive and useful feedback
- Liaising with the Lecturer on behalf of students through email communication and scheduled meetings
  in order to resolve
- student pain points as well as distribute information from faculty to students.
- Negotiate assessment date and scope to ensure that students are adequately prepared and not at a
  disadvantaged

EDUCATION

BSc Computer Science & Information Technology , Summa Cum Laude

2019-2021 University of KwaZulu-Natal
Aggregate: 83%

National Senior Certificate

2014-2018 Empangeni High School
Aggregate: 87%

AWARDS

Summa Cum Laude Scholarship   **2022**

Recognition of academic performance in a previous degree in 2021.

Undergraduate Scholarship   **2021**

Recognition of academic performance in 2019.

Frene Ginwala Scholarship (Prestige entrant equity scholarship)   **2019-2021**

The top 10 African female entrants who register at the University of KwaZulu-Natal are awarded this scholarship. Retained into the
next year of undergraduate study if the recipient scores at least 70% on a weighted average basis on a normal full-year subject load.

Standard Bank Varsity hackathon second place award (team competition)   **2019**

Won Second place for the first round of a hackathon hosted by standard bank , having part of the only first year team in the competition which was open to second and final year teams.

King Cetswayo District Top 20 in NSC final examination award   **2018**

This award is awarded to the top 100 metric students in the district in recognition of their performance in the National Senior Certificate (NSC) exam.

Neil Muller Leadership trophy award   **2018**

Recognition of excellent leadership in the capacity of Head prefect

Scientist of the year award   **2018**

This award was in recognition of my contributions to the science club having led a presentation in the Global Learning and Observations to Benefit the Environment (GLOBE) program annual conference hosted in Ireland in 2018.

MEMBERSHIPS & LEADERSHIP

President of the Golden Key International Honor Society UKZN   **2021**

Coordinated, planned and executed the events program for the year 2021, managed operations pertaining to member communication and liaised with The South African Head Quarters to meet yearly goals and collaborated with other chapters to
host events.

Enactus Project Manager   **2021**

Co-managed a project with the Network of global business, academic and entrepreneurial student leaders club (ENACTUS) to help street vendors selling traditional items in Durban digitize their business to continue business during the pandemic , saw the project through to provide a proof of concept.

Chairperson of the Student Residence House Committee   **2019**

Coordinated, planned and executed the events program for the year 2021 and drove communication between the Housing
department and the student residents to address arising difficulty and solve issues .

Head Prefect   **2018**

Managed the student body of prefects, coordinated with the Governing body to drive initiatives beneficial to the learner population, inspired and maintained discipline and academic excellence. Drove the expansion of the science program to include international participation in the GLOBE conference in Ireland to present scientific research.

1st team Netball Captain   **2018**

Led the team to victories in regional and district tournaments , local matches with affiliate schools, and took lead of trainings for the 1st team and occasionally younger teams, organized team building events, received an award for the most valuable player.