# Anthony Sanchez

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## Objective

Proficient technical professional seeking an opportunity to apply knowledge and experience supporting customer-centered initiatives. Adept at learning new skills and developing competencies individually and in collaborative work environments.

## Experience

February 2020-Present

**Senior End User Support Technician** *T-Mobile*

- Ownership of customer-impacting issues across multiple technical domains. Apply information technology best practices to deliver efficient solutions to assigned tasks.
- Complete sustaining work assignments and projects within service levels with minimum supervision. Leverage knowledge to prioritize urgent requests, increase workflow efficiency, and exceed objectives.
- Engage and collaborate with external and internal customers to meet business needs on projects and sustaining activities. Serve as point of contact for activity updates, risk projections, and status reporting.
- Author technical articles to synthesize applicable information in an internal knowledge base to document solutions for future use.

March 2007-February 2020

**Enterprise Services Lead Technician** *Sprint*

- Led technician teams in Central and South TX. Liaison between local support group members and remote management.
- Contributed directly to the timely completion of projects and sustaining work, ensuring service levels were consistently met or exceeded. Provided observational input and reporting to management for process improvement and quality control.

- Managed local trouble ticket queues and provided regular statistical presentations for review at various organizational levels.

## Skills

- Demonstrable knowledge of Amazon cloud-based solutions, designs, and architecture. Specific skills in implementing Amazon Web Service applications following design principles of a well-architected framework.
- Collaboration with management to refine service delivery initiatives in line with the operational needs of the local market.
- Knowledge of Zero Trust security principles, least privilege access control concept, and incident responses required to sustain business continuity.
- Knowledge of networking best practices and the function of OSI abstraction layers in constructing secure, software-defined network architectures.
- Knowledge of system security and privacy control framework outlined in NIST 800 series publication.
- Knowledge of SQL query scripting to retrieve and modify data in relational databases.
- Knowledge of data modeling, entity-relationship diagramming, and database design methodologies.
- Effective written and oral communication skills. Strong ability to present detailed technical solutions clearly with diverse audiences.
- Working knowledge of Debian-based Linux distribution and shell scripting.

## Education

2023
**Master of Science in Information Technology**
**Amazon Web Services Cloud Technologies Concentration**
Purdue University Global
GPA 3.93
Alpha Beta Kappa Honor Society

1996
**Bachelor of Arts in Communication Studies**
Texas Tech University

## Certifications

- Cloud Security Alliance – Certificate of Cloud Security Knowledge (CCSK v.4) Earned January 2024
- ISC2 – Certified in Cybersecurity Earned October 2023
- Amazon Web Services - Certified Solutions Architect – Associate (SAA-C03) Earned August 2023
- Amazon Web Services- Certified Cloud Practitioner (CLF-C01) Earned May 2023
- HDI Knowledge-Centered Service Foundations Earned October 2022
- HDI Desktop Advanced Support Technician Earned September 2022

## Projects

- Construction of a resume website using AWS resources.
  - Created an S3 bucket configured for static website hosting and public access.
  - Created a custom domain in AWS Route 53 for the resume site.
  - Using AWS Certificate Manager, set up an SSL/TLS certificate to allow secure access to the site.
  - Created a CloudFront distribution using the S3 endpoint origin and certificate application.
  - Created domain name records pointing to Cloudfront distribution.
- Implementation of Amazon Web Services Verified Access. The goal was to provide secure, remote connectivity to an application without using a virtual private network.
  - Created a static website hosted in a virtual private cloud, registered domain name via Route 53, and set up DNS routing to target.
  - Created user accounts in identity and access management, assigned to groups, and defined JSON policies for application access requests.
  - Created trust providers for security context and authorized access to Verified Access endpoints.
  - Verified connectivity from the internet to the resource hosted on AWS S3 via the associated domain name.