**ALIE FORNA**

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**SOLUTIONS ARCHITECT**

Certified AWS Solutions Architect with experience in cloud architecture, applications development, relational databases, and DevOps. Successful when tasked with defining application solutions, designing, and implementing Microservices, educating clients on cloud services and managing technical and business functional requirements. Skills also include proven leadership abilities, process improvement and excellent written and verbal communication.

**Technical Strengths include:**

* DevOps
* Amazon Web Services (AWS)
* Amazon CloudWatch
* Solutions Architecture
* Cloud Development
* Microsoft Azure
* IT Infrastructure
* Lambda
* PowerShell
* EC2, S3, EBS
* SQS, SNS
* System Administration
* Active Directory
* Cisco
* Storage Gateway
* Snowball
* Kinesis
* Amazon Route 53
* ElastiCache, Elastic Transcoder
* Microsoft Office
* Network Security
* Vulnerability Assessments
* Dynamo DB
* VPC
* API Gateway
* IAM
* Kubernetes
* MDM
* CloudFront

**EDUCATION & CERTIFICATIONS**

Bachelor of Science in Information Technology | Walden University, Minneapolis, MN 12/2020

* CompTIA Security+
* AWS Certified Solutions Architect
* Microsoft Office Specialist

**PROFESSIONAL EXPERIENCE**

**Evercore, LLC – Solutions Architect 8/2020 – Current**

* Ensures solutions are designed for successful deployment in the cloud.
* Acts as a liaison between customers and engineering teams.
* Successfully manages multiple requirements within in high-pressure environments.
* Excels at identifying and resolving problems decrease time and increase profitability.
* Hands on experience in implementing, managing & supporting end to end data lake initiatives.
* Works with product team to implement new product features, enhancements, and workarounds.
* Consults with engineering team to evaluate interface between hardware and software, and operational and performance requirements of overall system.
* Works with enterprise technical teams to define Cloud Infrastructure and Application Security.
* Educates and provides cloud knowledge transfer training and support to enterprise customers.
* Successful at building strong customer relationships that turn repeat clients into cloud advocates.
* Advises team on use of Public Cloud environment.

**Shell Oil – Solutions Architect 9/2017 – 8/2020**

* Successfully provided solution architecture development to ensure projects were well designed and met customer standards.
* Developed and implemented cloud solutions until successful deployment.
* Defined cloud network architecture using Azure virtual networks, VPN, and express route to establish connectivity between on-premise and cloud.
* Worked closely with senior team to deliver project requirements, develop solutions, and meet deadlines.
* Defined infrastructure topology and configured security requirements.
* Created trainings documents for senior team meetings.
* Assisted leadership with the ongoing development of policies and procedures for consistent product delivery.

**Forum Energy Technologies – Senior Technical Support Analyst 8/2012 – 9/2017**

* Created and assigned service desk tickets in Service-Now, to the IT support groups such as Citrix support printers, Network hardware Nortel Networks: routers, hubs, and switches, Linksys Access Points.
* Implemented techniques for conducting routine maintenance on servers and systems, keeping networks fully operational during peak periods.
* Worked with SharePoint, VMware SQL Server and Crystal.
* Assisted in the technical support process refinement to improve customer service and support.
* Kept customers informed about issue resolution progress and provided updated estimated times of resolution on an ongoing basis.
* Provided workstation support, networking, and Server Group, Microsoft Windows XP, Vista, and 2007, Active Directory.
* Supported Citrix support printers, Network hardware Nortel Networks: routers, hubs, and switches, Linksys Access Points.
* Configured the VPN, Point to Point, Troubleshooting VPN client issues.
* Configured Cisco Soft IP Phones with onsite team.
* Configured new employee workstations, including all hardware, software, and peripheral devices.

**Additional Technical Experience:**

**Xfinity**

Windows System Administrator Support Technician 01/2009 – 09/2012

Technician, I Support Analyst 01/2007 – 02/2009