

SUAT KAYA

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SUMMARY

Detail-oriented technology analyst with extensive experience in cloud computing, system administration, and data visualization. Demonstrated expertise in training, client-facing project management, and leveraging AWS services to deliver data-driven solutions. Proven ability to manage end-to-end technology operations, user training, and project planning in dynamic environments.

TECHNICAL SKILLS

Cloud Platforms: AWS (Glue, QuickSight (*Tableau equivalent*)), S3, CloudFormation, DynamoDB, API Gateway, IAM, Lambda)

CRM Platforms: Zoho CRM (*Salesforce equivalent*), creation of custom reports (tabular, summary, and matrix reports)

Data Analysis & Visualization: Proficient in ETL processes, data visualization with Tableau equivalent (QuickSight-Q) and Amazon Athena

Project Evaluation and Management: Data collection via Qualtrics, Agile methodologies, Software stack management, Stakeholder engagement

Training & Support: Technical training, end-user support, cross-department collaboration, ticket management, low-proficiency user assistance

System Administration: Active Directory, Windows Server management, Linux (Ubuntu/CentOS), network configuration, and system security.

Networking: TCP/IP, DHCP, DNS, VPN, ITIL, and Firewall configuration. Skilled in network troubleshooting and security implementation.

Python, BASH, SQL, HTML, CSS, YAML Windows, Linux, Docker & Kubernetes

PROFESSIONAL EXPERIENCE

AWS JR SOLUTIONS ARCHITECT | Belle Fleur Technologies

Feb 2023 - August 2024

- Executed ETL processes for client data using AWS Glue and **visualized complex business metrics with QuickSight**, enhancing client understanding and enabling strategic forecasting through machine learning insights.
- Integrated various **APIs (e.g., AWS Direct Connect, AWS Storage Gateway)** to establish **secure hybrid cloud environments**, bridging on-premises and cloud resources seamlessly.
- Automated routine administrative tasks using scripting, **reducing manual efforts** and improving system efficiency. **Reduced planning time by 75%, accelerating project initiation from an average of 3 weeks to just 5 days.**
- Used Agile methods like SAFe to deliver cloud solutions, **focusing on clear communication, teamwork, and step-by-step development.**
- Conducted meetings with stakeholders to progress and propose infrastructure improvements, ensuring alignment with project objectives.

MEDIA AND NETWORK SERVICES | Miami Dade College

March 2023 - August 2024

- Conducted comprehensive **training sessions for staff, faculty, and students on applications like Office 365, MFA, Zoom**, as well as technology equipment such as printers, smart boards, and projectors, ensuring effective use of new tools.
- Implemented and managed **Microsoft Azure for MFA and Single Sign-On**, bolstering system security and user accessibility.
- Creating technical solution reports using the **Kaseya** ticket management system, overseeing task assignment for technicians and interns, while mentoring new interns to enhance their technical skills.
- Utilized **Active Directory for user and instance management**, including group policy application to maintain system security and compliance.
- **Collaborated with the IT team on projects aimed at upgrading college infrastructure, including hardware updates (e.g., SSD, RAM) to optimize performance.**
- **Coordinating IT support for high-profile events**, such as organizing technology setups for VIP visits and academic conferences.
- Addressed and resolved escalated technical issues, **sharing solutions to foster team knowledge.**
- Developed an in-depth understanding of the college's organizational structure, aligning IT solutions with business objectives and needs.

SOCIAL MEDIA & TECHNOLOGY LEAD | NK Plastic Surgery Clinic

Jan 2017 – March 2023

- Led the research, purchase, and installation of all necessary clinic hardware and software, ensuring technology met operational requirements.
- Provided **training for new staff on clinic-specific software, including Zoho CRM**, to streamline onboarding and boost productivity.
- Maintained the clinic's IT infrastructure, **handling software updates and remote connection setups** to support efficient daily operations.
- Enhanced social media campaigns, **achieving a 30% increase in engagement and 25% follower growth through focused analytics.**
- Developed digital marketing content, leading to a 20% boost in online interactions and improved brand presence.

PROJECTS

Cloud Resume Project <https://suatkaya.link/>

Built an interactive web-based resume hosted on AWS S3, incorporating visitor tracking with DynamoDB and Lambda.

ETL Data Analysis Project [🔗](#)

Managed client data ETL processes using AWS Glue and visualized insights with QuickSight.

EDUCATION

AI Practitioner (In Progress)

Miami Dade College, Miami (USA)

Enterprise Cloud Computing

Miami Dade College, Miami (USA)

Bachelor of Science in Computer Engineering

Suleyman Demirel University, Isparta (Turkey)

Associate Degree in Computer Technologies and Programming

Yuzuncu Yil University, Van (Turkey)

CERTIFICATES

Amazon Web Services

AWS Solutions Architect – Associate

Miami Dade College

Enterprise Cloud Computing

Amazon Web Services

AWS Certified Cloud Practitioner

Microsoft Azure

Azure Fundamentals AZ-900