


# Antonio Bernal

Cloud Administration Professional

 (210) 607 3245

 [antonio.bernal0925@gmail.com](mailto:antonio.bernal0925@gmail.com)

 [LinkedIn/antoniobernal](https://www.linkedin.com/in/antoniobernal)

## Certifications

Amazon Web Services Certified Cloud Practitioner

*The AWS Certified Cloud Practitioner examination demonstrates an overall understanding of the AWS Cloud*

Amazon Web Services Certified Solutions Architect Associate

*The AWS Certified Solutions Architect – Associate validates the ability to design and implement distributed systems on AWS*

Credential verification website:

[https://www.credly.com/badges/d7dce375-ac98-46af-a0a5-5c21f2a60436/public\\_url](https://www.credly.com/badges/d7dce375-ac98-46af-a0a5-5c21f2a60436/public_url)

[https://www.credly.com/badges/ca6fdc17-4b99-4343-a09f-3cda929b0b42/public\\_url](https://www.credly.com/badges/ca6fdc17-4b99-4343-a09f-3cda929b0b42/public_url)

## Education

**Codeup**

Certificate of Completion

Jan 2020 - Jul 2020

A fully-immersive, certification-based, and intensive 15-week Cloud Administration Career Accelerator that provides students with 525 hours of expert instruction focused on Networking, Security, Linux, and AWS.

Cloud Administration Professional and former end-user support specialist with experience in team management. Passionate about developing user-focused services and intuitive features while continuing to develop my skills as a Cloud Administrator through creative problem-solving.

## Technical Skills

Demonstrated technical aptitude with Windows 10 and Linux operating systems - Linux security (firewalls, users, permissions, and SELinux) - Bash scripting - Identity and Access Management (IAM) best practices - AWS Products, Services, and Solutions Architecture (compute, networking, storage)

## Professional Experience

**TaskUs** - San Antonio, TX

*Technical Support Advisor / Feb 2022 - Apr 2022*

- First point of contact solving customer issues from start to finish (via chat, or email)
- Troubleshoot software and/or device issues by customized solutions
- Maintain records of daily data communication transactions, problems and remedial action taken, or installation of browser plugins/extensions
- Create support tickets in order to provide fast resolutions while delivering positive customer experience

**TaskUs**- San Antonio, TX

*Content Moderator / Mar 2020 - Feb 2022*

- Responsible for user-generated content submitted to online platforms
- Analyzing sensitive data to promote meaningful user interaction between end-users while ensuring a safe, more effective brand interface
- Realistic content decision making that can benefit the overall user community and the organization without compromising the quality of user-generated content
- Presentation, communicating strategies daily with multiple clients and team members to develop more efficient content moderation techniques for business and customer queries

**DPT Laboratories**- San Antonio, TX

*Senior Manufacturing Technician / Nov 2012 - Mar 2020*

- Coordinating and executing weekly goals by sustainable operations to improve the quality of our products and overall patient health
- Compound/document processes of aqueous solutions
- Understand and comply with all safety environmental and quality practices/procedures as outlined in organizational/departmental guidelines according to SOP as well as federal, state, and local regulations