

John Crawley

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Summary

I'm a Cloud Support Engineer at Amazon specialising in container services like EKS, ECS, and ECR, with a strong passion for technology and hands-on experience in software development with Python, Swift, Java. Previously, I interned at Cylint, where I automated AWS tasks using Python and supported frontend development. I've also worked with Netflix productions in high-pressure logistics roles. Outside of work, I host a weekly Japanese-English language exchange and learn Japanese in my spare time.

Technical Skills

AWS: EKS, EKS-A, EKS Launch Wizard, ECS, Fargate, App Mesh, Batch, Cloud Map, ECR, Prometheus, X-Ray

Database: MySQL, SQL, MS-Access

Networking: IP addresses, CIDR, subnets, NAT, firewall rules, ports, DNS, DHCP, routing

Operating Systems: MacOS, Linux, Windows

Languages: Python, Swift (UI Kit), Java, C#, HTML, CSS

Frameworks: MVVM

Tools: Docker, GIT, Jira

Testing: Unit-Testing, Test-Driven Development (TDD)

Experience

08/2024 - present | Cloud Support Associate (Containers) | Amazon | Dublin, Ireland

- Providing technical support to Enterprise and Business customers that use AWS container services
- Conducting live sessions to troubleshoot, diagnose and resolve customer's issues
- Replicating customer's issues in a lab environment
- Provided customers with the best practices for their containers services

02/2022 - 08/2022 | DevOps (Intern) | Cylint | Dublin, Ireland

- Implemented testing scripts to ensure software robustness
- Utilised AWS with Python for S3 Bucket operations
- Conducted research on AWS Athena and related cloud technologies
- Contributed to frontend development, gaining experience with Oracle Apex

08/2022 - 09/2022 | Locations (Road Crew) | Netflix - Alfea 2 Productions DAC | Wicklow, Ireland

- Coordinated traffic in a one-way street system at a T-junction
- Managed transportation logistics for actors, props, and equipment
- Demonstrated clear communication skills within the team.
- Thrived in high-pressure situations, particularly during peak traffic times.

Education

2019 - 2023 | BSc (Hons) in Computing (2.1 Honours) | National College of Ireland | Dublin, Ireland

Interests & Activities

- **Yotsuba** - www.meetup.com/yotsuba/
Every Sunday for over two years, I have been organising and hosting a welcoming environment for a Japanese and English language exchange meet-up, that averages 15-30 participants to engage in meaningful and cultural exchanges and is inclusive to all language levels
- I volunteer at Experience Japan Hanami Festival annually, an event celebrating Japanese-Irish culture and I volunteer at Dublin Comic-Con, assisting in various tasks to ensure the smooth operation of the events including event setup, attendee assistance and coordination of activities
- Learning Japanese as a second language

References Available on Request