

HAROLD S. NCHANG

Cloud Support Engineer | Cloud Operations Analyst | AWS & Azure Associate

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PROFILE

Cloud computing professional with hands-on experience supporting AWS and Microsoft Azure environments, identity and access management (IAM), infrastructure monitoring, and reporting automation. Proven success automating reporting workflows, improving operational efficiency by up to 40%, and supporting enterprise systems managing over \$10M in capital expenditures. Building toward Cloud Solutions Architect and DevOps roles through AWS-certified, directed production infrastructure work including Terraform-managed VPC architecture, containerized application deployment, and a production AI pipeline on Amazon Bedrock.

CORE COMPETENCIES

Power BI | SQL | Oracle Database | Microsoft Access | Microsoft Excel | Microsoft Office Suite | Reporting & Analytics | Database Management Systems | Process Improvement | AWS (EC2, S3, VPC, IAM, ECR) | Terraform | Docker | Azure (Virtual Machines, Active Directory)

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate (SAA-C03)
- AWS Certified CloudOps Engineer – Associate (SOA-C03)
- AWS Certified Cloud Practitioner (CLF-C02)
- Microsoft Azure Fundamentals (AZ-900)
- Power BI Fundamentals

WORK EXPERIENCE

School District of Philadelphia - Administrative Analyst

Aug 2024 – Sep 2025

- Automated management of 1,000+ project records, reducing document retrieval time by 70%
- Consolidated data from Oracle, Power BI, and enterprise systems supporting over \$10M in capital expenditures
- Developed KPI dashboards tracking 15+ performance metrics, improving reporting visibility for leadership teams
- Streamlined operational workflows across departments, increasing efficiency by 30%
- Administered user accounts and access permissions in Microsoft Azure Active Directory and Office 365 to support onboarding for new hires across project units

Farmers International Grocery - Financial Associate

Jan 2020 – Dec 2024

- Analyzed sales data across 100+ SKUs, contributing to a 15% increase in gross profit margins
- Built forecasting models that improved demand prediction accuracy by 25% and reduced inventory shortages
- Automated reporting workflows, reducing reconciliation time by 40%
- Maintained database records with 99% accuracy, generating operational reports supporting business decisions
- Managed employee user accounts and access permissions via Microsoft Azure Active Directory and Office 365 to support day-to-day store operations

Royal Baba Cleaning Company - Founder & CEO

Jan 2021 – Present

- Secured more than \$65,000 in government contracts through compliance-driven bidding strategies
- Implemented cloud-based collaboration and document management systems, reducing document retrieval time by 40%
- Directed reporting, budgeting, and performance tracking processes across multiple client engagements
- Increased operational efficiency by 25% through workflow automation and process optimization

Cloud Support Engineer II - TTeck Systems

Nov 2025 – Feb 2026

- internship -

- Diagnosed and resolved a production networking failure (self-referencing ECONNREFUSED error) by identifying and correcting runtime HOSTNAME binding configuration
- Maintained infrastructure reliability by provisioning a 17-resource VPC with layered security group access controls across two Availability Zones
- Reduced container image size by configuring a multi-stage Docker build, improving deployment speed and resource efficiency
- Supported infrastructure change management using Terraform remote state with DynamoDB locking, preventing configuration conflicts during collaborative updates

Junior Cloud Engineer - TTeck Systems

Mar 2026 – May 2026

- internship -

- Provisioned a production-grade AWS network architecture using Terraform, including public/private subnets across two Availability Zones, NAT Gateway, and Internet Gateway
- Built and deployed a containerized Next.js application via a multi-stage Docker build, configuring Amazon ECR with automated image lifecycle policies
- Established remote Terraform state management using Amazon S3 and DynamoDB state locking to support safe, collaborative infrastructure changes
- Architected a serverless AI pipeline using AWS Lambda, API Gateway, and Amazon Bedrock, integrating DynamoDB, S3, and OpenSearch Serverless for retrieval-augmented generation

Entry-Level Solutions Architect — TTeck Systems

Jun 2026 – Present

- internship -

- Designed a segmented, multi-tier VPC architecture with security group chaining to isolate ALB, ECS, and RDS access layers
- Architected a full cloud migration plan for a second production application, mapping each component to its target AWS service (Vercel → Amplify/ECS, Supabase → RDS/Cognito, S3)
- Evaluated containerization and image-management tradeoffs, selecting a multi-stage Docker build strategy to optimize deployment size
- Planned the architecture for a serverless, retrieval-augmented AI system using Bedrock, Lambda, and OpenSearch Serverless

TECHNICAL PROJECTS

ClubCodePlay | AWS Cloud Migration |

Run club community platform; migrating from Railway to enterprise AWS infrastructure

- Engineered remote Terraform state management using an S3 backend with DynamoDB state locking, eliminating local state file risk and enabling safe collaborative infrastructure changes
- Designed and deployed a 17-resource production VPC spanning two Availability Zones, including public/private subnet segmentation, NAT Gateway, Internet Gateway, and three security groups

(ALB, ECS, RDS) using security group chaining for layered access control

- Containerized the production Next.js application via a multi-stage Docker build on Node 20 Alpine, reducing image size to 75.2MB; diagnosed and resolved a self-referencing ECONNREFUSED networking error by configuring runtime HOSTNAME binding
- Provisioned Amazon ECR with an automated lifecycle policy via Terraform for container image management
- Architect and operate a production RAG (Retrieval-Augmented Generation) AI pipeline using API Gateway, Lambda (Python), Amazon Bedrock (Claude + Titan Embeddings), DynamoDB, S3, and OpenSearch Serverless
- Next: ECS deployment, RDS migration, ALB configuration, CI/CD, and CloudWatch monitoring

Txxy Nightlife Booking Platform |

Next.js marketplace application; AWS migration architecture planned

- Built and currently operate a production booking and payment platform using Next.js, Stripe, and Supabase, handling real venue bookings and transactions
- Architected a full AWS migration plan mapping each component to its target service: Vercel hosting → AWS Amplify/ECS, Supabase Auth → Amazon Cognito, Supabase PostgreSQL → Amazon RDS, file storage → Amazon S3, CI/CD → GitHub Actions

Azure Compute Lab

- Provisioned and configured Azure Virtual Machines in self-directed lab environments to build hands-on familiarity with Azure compute and infrastructure management

EDUCATION

Bachelor of Science (B.S.), Finance — Western Governors University, Expected May 2027

Associate of Science (A.S.), Business — Community College of Philadelphia