

# John M. Nessime

**AWS Certified Solutions Architect – Associate | Cloud Architecture, Data & AI Automation**

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## PROFESSIONAL SUMMARY

Results-driven **AWS Certified Solutions Architect – Associate** specializing in designing scalable, secure, and cost-optimized cloud infrastructures. Adept at bridging the gap between complex cloud architecture and actionable data insights by integrating advanced data analytics and AI automation. Proven expertise in architecting highly available environments, implementing serverless computing, and designing robust data lakes and ETL pipelines. Currently expanding operational expertise by preparing for the **AWS Certified Data Engineer – Associate (DEA-C01)**. Fluent in Arabic, English, and French, seeking hybrid or remote cloud architecture roles to drive business innovation.

## CORE COMPETENCIES

### Cloud Architecture & AWS

EC2, S3, VPC, IAM, Route 53  
RDS, DynamoDB, CloudFormation  
Lambda, API Gateway, CloudWatch  
High Availability & Disaster Recovery  
Cloud Security & Compliance

### Data Analytics & BI

Data Lakes & ETL Pipelines  
Microsoft Power BI & DAX  
Amazon QuickSight (Cloud BI Architecture)  
Advanced SQL & Tableau  
Data Warehousing & Processing

### AI, Automation & Dev

Python (Pandas, NumPy, Streamlit)  
AI Integration & Generative AI  
OCR & Document Extraction  
Serverless Automation  
Git & Version Control

# LICENSES & CERTIFICATIONS

## Amazon Web Services (AWS)

- ✓ [AWS Certified Solutions Architect – Associate](#)  
Exp: May 2029
- ✓ [AWS Certified Cloud Practitioner](#)  
Exp: May 2029
- ✓ *In Progress: AWS Certified Data Engineer – Associate (DEA-C01)*
- ✓ [AWS Cloud Solutions Architect Specialization](#)
- ✓ Architecting Solutions on AWS
- ✓ Building Data Lakes on AWS
- ✓ Migrating to the AWS Cloud

## Data Analytics & Business Intelligence

- ✓ [Google Data Analytics Professional Certificate](#)
- ✓ Advanced SQL, Data Visualization & Data Processing
- ✓ [Microsoft Power BI Data Analyst Professional Certificate](#)
- ✓ Data Modeling, ETL & Creative Designing in Power BI
- ✓ **Additional BI & Visualization Tools**
- ✓ Amazon QuickSight (Cloud BI Architecture & Integration)
- ✓ Tableau (Dashboard Design & Data Exploration)

## Artificial Intelligence (Google AI)

- ✓ [Google AI Professional Certificate](#)
- ✓ Google AI Fundamentals
- ✓ AI for Data Analysis
- ✓ AI for App Building & Content Creation
- ✓ Responsible AI & Generative AI Workflows

## Cloud & Infrastructure Essentials

- ✓ [AWS Fundamentals](#)
- ✓ AWS Cloud Technical Essentials
- ✓ Exam Prep: AWS Certified Solutions Architect
- ✓ AWS Fundamentals & Cloud Management

# FEATURED CLOUD & DATA PROJECTS

## [Complete Observability & Monitoring Platform with Grafana](#)

### Cloud Monitoring & Observability · Upwork Project Catalog

- Designed a high-value observability consulting service focused on centralized infrastructure monitoring, log aggregation, alerting, operational dashboards, and business KPI visibility.
- Built around Grafana, Prometheus, Loki, Promtail, Node Exporter, AWS CloudWatch, databases, APIs, Docker, Linux servers, VPS environments, and cloud-native workloads.
- Defined clear service tiers covering infrastructure monitoring, full observability setup, centralized logs, alerting, cloud integrations, business dashboards, and executive-level reporting.
- Positioned the project for SaaS startups, agencies, DevOps teams, hosting providers, website owners, and small businesses seeking better operational visibility and faster issue detection.

# PROFESSIONAL EXPERIENCE

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## AWS Cloud Solutions Architect & Data Consultant

Jul 2017 – Present | Remote

### Independent Consultant · Freelance

- Architected and deployed secure, scalable, and highly available AWS cloud environments (EC2, S3, VPC, IAM) for diverse clients, ensuring robust disaster recovery and 99.9% uptime strategies.
- Designed and optimized relational and NoSQL database solutions using Amazon RDS and DynamoDB, improving query performance and implementing secure data lakes for downstream analytics.
- Developed automated data extraction and processing workflows leveraging Python, serverless computing (AWS Lambda), and AI/OCR tools, significantly reducing manual data entry and accelerating reporting cycles.
- Implemented Infrastructure as Code (IaC) using AWS CloudFormation to streamline resource provisioning, ensuring consistent and repeatable cloud deployments.

## Customer Service & Technical Support Specialist

Mar 2021 – Feb 2026 | Cairo, Egypt (Hybrid)

### PayPal · Full-time

- Provided expert technical support and resolved complex account and transaction issues within a high-volume, multi-tenant cloud environment.
- Collaborated with cross-functional teams to identify recurring technical friction points, contributing to a 15% improvement in first-contact resolution rates.
- Mentored new team members on internal CRM tools and compliance protocols, ensuring adherence to global data security standards.

## Reservations Ticketing Agent

Sep 2007 – Sep 2015 | Cairo, Egypt

### Air France · Full-time

- Delivered premium customer service and managed complex global travel itineraries in a fast-paced, high-pressure environment.
- Leveraged trilingual proficiency (Arabic, English, French) to assist a diverse international clientele, ensuring seamless communication and high customer satisfaction.

## Education

Collège De La Salle

## Languages

- **Arabic:** Native or Bilingual
- **English:** Professional Working Proficiency
- **French:** Full Professional Proficiency