

Andres Merlos

andresmerlos123@outlook.com | (571) 298 - 7154 | Manassas, VA | [linkedin.com/in/andresmerlos](https://www.linkedin.com/in/andresmerlos)

WORK EXPERIENCE

Amazon Web Services

April 2026 - Present

Data Center Technician III

Manassas, VA

- **Resolved 100+** customer-impacting infrastructure incidents across **12 AWS data centers** spanning multiple Availability Zones while consistently meeting **100% SLA requirements**.
- **Collaborated** with Network, Hardware, and Development Engineers to resolve **25+** high-severity infrastructure incidents, reducing service restoration time by **50%**.
- **Diagnosed and restored** failed production racks supporting **200+** customer instances, minimizing downtime through advanced hardware troubleshooting and component replacement.
- **Certified for technical response efforts** during Large Scale Events involving **4+ simultaneous rack failures**, coordinating cross-functional teams to restore critical infrastructure.

Lorien

September 2025 - April 2026

Technical Support

Manassas, VA

- **Resolved 250+** boot, console, power, and networking support tickets while consistently meeting operational SLAs.
- **Maintained** accurate operational documentation for **250+** maintenance activities while adhering to AWS safety, security, and quality standards.

Sweetwater Tavern

September 2024 - September 2025

Team Lead

Centreville, VA

- **Led** daily operations for a team of **20+ employees**, ensuring efficient task execution and high-quality customer service during peak business hours.
- **Trained and mentored 5+** new employees on operational procedures and POS systems, reducing onboarding time by **25%**.

CERTIFICATIONS & EDUCATION

CompTIA A+

July 2025

CompTIA Network+

August 2025

AWS Certified Cloud Practitioner

June 2026

B.S. Computer Science

GMU, Expected Graduation December 2026

PROJECTS

AWS-Hosted Personal Website

andresmerlos.dev

- **Designed and deployed** a serverless personal portfolio website using Amazon S3, CloudFront, Route 53, ACM, Lambda, DynamoDB, API Gateway, and GitHub Actions
- **Automated** website deployments through a CI/CD pipeline using GitHub Actions, reducing deployment time by 90%
- **Developed** a serverless visitor counter using Lambda, DynamoDB, and API Gateway to track real-time website traffic.