

# Iman Crooks

Charlotte, NC • (901) 240-6996

[recruitimancrooks@gmail.com](mailto:recruitimancrooks@gmail.com) • [linkedin.com/in/iman-crooks](https://www.linkedin.com/in/iman-crooks) • [github.com/iqtheengineer](https://github.com/iqtheengineer)

Highly-motivated Cloud Engineer specialized in applying a sound knowledge of various AWS and Google Cloud technologies to ensure optimal quality, budget compliance, security and performance, resulting in overall company success.

## - SKILLS -

- Google Cloud – Compute, Storage, IAM, Kubernetes, VPC, DNS, Network Security
- AWS – EC2, RDS, VPC, Elastic Load Balancer, Route 53, Cloud Watch, IAM
- Containers/Orchestration – Docker, Terraform, Kubernetes
- Scripting – Python, Javascript, Command Line
- CI/CD – Git, Github, Google Cloud Build
- Collaboration Tools – Jira, Slack, Microsoft Teams

## - CERTIFICATIONS -

*CompTia A+*

*12/2021*

*AWS Certified Cloud Practitioner*

*05/2021*

## - EXPERIENCE -

*Google Cloud Apprenticeship Program*

*07/2021 – present*

*Google Cloud Engineer*

- Plan, configure & deploy cloud environments for various projects utilizing Google Cloud offerings such as Compute Engine, Cloud Storage, Databases, IAM, Google Kubernetes Engine(GKE), Docker, Cloud Monitoring & Networking.
- Research the appropriate technology selections & choices for a customer given a set of requirements to ensure all aspects of the infrastructure fulfills high availability, redundancy, and security to warrant 99.999% uptime.
- Leverage written and verbal communication skills to collaborate directly with stakeholders to translate business needs into technical requirements for implementation to successfully deploy 70+ projects.

## ***Paylocity***

*10/2021 – present*

### ***Technical Support Specialist***

- Monitor and prioritize 20-30 daily phone calls/cases in a timely manner from end users experiencing problems with software and other computer related technologies to ensure minimal downtime and client satisfaction resulting in customer loyalty.
- Identify, diagnose, and resolve critical incidents through research and analysis in a timely order to ensure clients remain in compliance with E-Verify which enable client companies to process smooth onboarding of new employees.
- Track and maintain client interactions through the entire proactive case creation lifecycle over a 10-day timeframe to prevent E-Verify account termination.

## ***Epic Games***

*02/2020 – 02/2021*

### ***Quality Assurance Analyst***

- Lead a team of more than 150 onshore/offshore QA Testers responsible for conducting manual test procedures to support overall user experience for 350 million active players.
- Spearheaded all Technical Art & Visual FX quality assurance efforts that resulted in the successful delivery of large-scale company projects, such as Travis Scott's Astronomical Fortnite event, which is the world's largest live in-game concert to date experienced by 12.3 million concurrent players.
- Worked closely with Art Directors, Stakeholders & Developers to understand business and technical requirements to craft test plans, case suites & risk assessment to ensure at least 90% functionality for successful releases.

## ***Nidec***

*01/2016 – 12/2019*

### ***Quality Assurance Engineer***

- Identified root causes of deficiencies in internal processes and designed/implemented robust testing strategies for company software that resulted in a 35% decrease of software bugs.
- Determined project risks, designed mitigation plans, and developed timeline/budget estimates for the entire software testing pipeline that led to timely, cost-effective releases.
- Architected automation framework utilizing Selenium to increase test coverage and reduce manual test hours by 65%, which resulted in saving the company 83,000/yr.

## **- E D U C A T I O N -**

***GENERATION USA***

***AWS Cloud Practitioner Certificate***

***LANE COLLEGE***

***Computer Science Bachelor's Degree***

***CENTRAL HIGH SCHOOL***

***High School Diploma***