

MIKHAEL VILLAMOR

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SUMMARY

AWS Certified Solutions Architect – Associate with hands-on Linux, networking, and AWS troubleshooting from a 5-ticket operations lab and three cloud projects. First stop for my team's tech issues at Fulgent Genetics, a HIPAA-regulated lab, backed by seven years of customer-facing support.

TECHNICAL SKILLS

Linux & Systems: Linux (Ubuntu), Windows, macOS, systemd, file permissions, user management, log analysis

Networking: TCP/IP, DNS, DHCP, HTTP/HTTPS, TLS, subnetting, network troubleshooting

AWS: EC2, S3, IAM, VPC, CloudFront, Route 53, CloudWatch alarms, Lambda, DynamoDB

Scripting & Automation: Python, Bash, SQL, Terraform (IaC), Git, GitHub Actions, AWS CLI, pytest, Claude Code

Support: Help desk ticketing, incident triage, root-cause analysis, technical documentation, Microsoft 365

PROJECTS

Cloud & IT Operations Support Lab (Personal Lab)

- Reproduced 5 Linux, network, and AWS failures on an EC2 lab, working each as a Spiceworks ticket to a verified fix.
- Diagnosed failed services, permission errors, inode exhaustion, DNS failures, security group drops, and TLS errors.
- Traced an S3 AccessDenied to a missing IAM permission and an unreachable instance to a missing gateway route.
- Published a root-cause analysis for every ticket, including the hypotheses I ruled out.

AI-Powered Serverless Data Pipeline (Personal Project)

- Built an event-driven ETL pipeline on Kinesis, Step Functions, Amazon Comprehend, DynamoDB, and S3 in Terraform.
- Configured 6 CloudWatch alarms by severity for Lambda errors, dead-letter queues, Kinesis lag, and failed runs.
- Validated with Athena SQL and 33 unit tests (96% coverage): zero errors over 1,000 events, about \$12/month.

Cloud Resume Challenge (Personal Project)

- Hosted on S3 and CloudFront with Origin Access Control, Route 53, ACM, and a Lambda and DynamoDB visitor counter.
- Deployed by GitHub Actions through OIDC (no stored access keys), with pytest gating each Terraform apply.

EXPERIENCE

Test Entry and Handling Specialist II, Fulgent Genetics, El Monte, CA

Apr 2026 – Present

- Handle my team's laptop, docking station, and Teams issues informally (about 3–4 a month), escalating the rest to IT.
- Trained 14 new hires on CRM systems, SOPs, and data entry standards, and write workflow guides for the team.
- Prioritize test cases by urgency across multiple processing queues and write a discrepancy report for each error.

Data Entry Specialist I, Fulgent Genetics, El Monte, CA

Jan 2025 – Apr 2026

- Processed 300–500 orders a week in web-based CRM and LIMS under HIPAA, running quality checks.
- Root-caused specimen and documentation discrepancies with client SOPs, fixing the source instead of the symptom.
- Escalated issues through Client Support, translating technical discrepancies into clear client communication.

Lead Server / Host, Slurpin' Ramen Bar, City of Industry, CA

Dec 2017 – Dec 2024

- Troubleshoot POS faults during peak service, de-escalated customer issues, and trained new staff.

CERTIFICATIONS

AWS Certified Solutions Architect – Associate (SAA-C03)

Apr 2025

LinkedIn Learning: Learning Linux Command Line

Sep 2026

LinkedIn Learning: Networking Foundations: Networking Basics

Sep 2026

EDUCATION

Associate of Arts, Kinesiology, Mt. San Antonio College, Walnut, CA

Jun 2020