

Brendon Ang Wei Heng

AWS Cloud & DevOps Engineer

✉ brendon.ang@aterpise.com ☎ +60 146138107 📍 Johor Bahru, Malaysia
<https://github.com/Brendon20011007> www.linkedin.com/in/brendon-ang-wei-heng-929b19232



PROFESSIONAL SUMMARY

Dedicated AWS and DevOps Engineer with a proven track record in cloud infrastructure and containerization. Expertise in AWS, scripting, and container services, driving efficient system support and deployment. Successfully contributed to system operations and infrastructure management at leading technology companies.

CAREER HISTORY

AWS Cloud & DevOps Engineer | Ebteq Sdn Bhd

Apr 2026 - Present

Work Form Home

- Managed ticketing system for Operations Department, streamlining IT support and achieving high user satisfaction through timely technical issue resolution.
- Optimized ticketing system for Operations Department, proactively reducing incident response times and minimizing system downtime.
- Engineered and managed AWS infrastructure, including EC2, VPC, Load Balancers, S3, RDS, Lambda, API Gateway, and EKS.
- Designed and implemented CI/CD pipelines using GitHub Actions, automating code delivery through integrated testing, integration, and build processes.
- Containerized web applications using Docker and deployed them to Kubernetes (EKS) clusters for enhanced scalability and resilience.
- Developed and deployed automated monitoring solutions using AWS Lambda for server health and FinOps cost management.

System Support Engineer | WinPro MY Consultancy Sdn Bhd

Apr 2023 – Apr 2026

Johor Bahru, Johor

- Provide Tier 1/2 support across multiple M365 tenants for SME and MNC clients as part of a managed service provider environment
- Perform cross-tenant management using Microsoft 365 Lighthouse and delegate access to customer tenants with role-based administration
- Deploy Intune and Autopilot configurations across different organizations, adhering to custom compliance requirements per client
- Manage Microsoft Entra ID (Azure AD) configurations per tenant: Conditional Access, MFA, branding, identity protection
- Standardize Defender for Endpoint baselines, security rules, and alert policies across environments with varied compliance frameworks (ISO 27001, CIS)
- Conduct onboarding/offboarding of clients into M365 tenant with documented processes, compliance tagging, and secure policies
- Deliver monthly reporting, licensing audits, and Secure Score dashboards for internal stakeholders and client compliance officers
- Act as a technical escalation point for international helpdesk teams in APAC and regions
- Build and maintain documentation for multi-tenant support procedures and automation scripts

Desktop Support Engineer | ILLEGear Sdn Bhd

Jun 2020 – Dec 2021

Johor Bahru, Johor

- Provided hardware troubleshooting and desktop support for internal teams
- Diagnosed and resolved hardware and software issues across various device platforms

PROJECTS & ACHIEVEMENTS

Scalable Web App with ALB & Auto Scaling <https://github.com/Brendon20011007/AWS-Projects/tree/main/Scalable%20Web%20App%20with%20ALB%20%26%20Auto%20Scaling>
EC2, ALB (Layer 7), RDS, VPC, CloudWatch, Terraform

2026

- Deployed a multi-tier web application that scales automatically from 1 to 4 instances.
- Achieved 70% cost savings compared to a static 4-instance deployment, resulting in a baseline infrastructure cost of \$78/month.
- Ensured 99.9% availability with zero downtime during scaling events and application updates.
- Reduced deployment time for infrastructure to 2-3 minutes, with scaling responses under load taking approximately 2 minutes.
- Implemented 100% zero-downtime deployments through health check draining.
- Utilized Terraform for 100% infrastructure-as-code, enabling reproducible and declarative provisioning.
- Configured intelligent scaling policies with CPU thresholds and a dead-band to prevent oscillation and ensure resource efficiency.

Scalable Web App with NLB & Auto Scaling <https://github.com/Brendon20011007/AWS-Projects/tree/main/Scalable%20Web%20App%20with%20NLB%20%26%20Auto%20Scaling>
EC2, NLB (Layer 4), RDS, VPC, CloudWatch, Terraform

2026

- Deployed a highly available, private infrastructure handling millions of requests per second with automatic scaling.
- Achieved ultra-low latency (<1ms) and 10-100x faster performance than ALB for high-throughput workloads.
- Ensured 100% instance privacy by deploying all instances within private subnets, accessed solely via SSM Session Manager.
- Implemented cost-optimized outbound connectivity with AZ-local NAT Gateways, resulting in \$66/month for two gateways.
- Resolved 4 real production deployment issues with documented root cause analysis, including AMI ID validation, WAF limitations, security group misconfigurations, and shell script parsing incompatibilities.

Multi-Tier Web Application Deployment on AWS <https://github.com/Brendon20011007/AWS-Projects/tree/main/Multi-Tier%20Web%20App%20Deployment>
EC2, ALB, Auto Scaling, RDS MySQL, VPC, CloudWatch, IAM, Systems Manager

2026

- Delivered a fully automated, highly available 3-tier architecture capable of handling traffic scaling from 1-4 instances with zero-downtime deployments.
- Achieved 99.9% high availability through Multi-AZ RDS failover and ALB rerouting, with RDS failover completing in under 5 minutes.
- Enabled 100% zero-downtime deployments using rolling updates coordinated with health checks.
- Reduced scaling response time to 2-4 minutes from load increase to ready instance, handling traffic spikes without manual intervention.
- Provided automated Multi-AZ failover for the database, promoting a standby in under 5 minutes upon primary failure.
- Established a cost-effective production stack estimated at \$165-200/month with clear cost optimization strategies.

FinOps Sentinel - Enterprise AWS Cost Monitoring & Control

May 14,

Platform <https://github.com/Brendon20011007/AWS-Projects/tree/main/Cloud-Tibot>
Lambda, API Gateway, DynamoDB, SNS, SQS, EventBridge, GitHub Actions

2026

- Deployed fully operational cost monitoring system with daily automated reports (active since May 14, 2026).
- Achieved estimated \$20-50/month savings through workload optimization by enabling same-day cost remediation.
- Reduced infrastructure cost to ~\$1.30/month, a 99% saving compared to third-party tools.
- Enabled 100% anomaly detection with <2 seconds alert latency.
- Reduced team effort for manual cost analysis from 2-3 hours/week.
- Achieved 100% uptime with zero Lambda failures in 28 days.

Multi-Tenant SaaS Application on AWS — Resume Summary

Lambda, API Gateway, RDS PostgreSQL, VPC, Cognito, Secrets Manager, CloudWatch, IAM

- Achieved proven zero cross-tenant data leakage via database-level filtering.

- Enabled Lambda to auto-scale to 1000+ concurrent executions; RDS Multi-AZ handles failover in less than 2 minutes.
- Implemented robust security with JWT signature verification, encrypted RDS (KMS), private VPC subnets, and restrictive security groups.
- Managed 100% of infrastructure with Terraform, ensuring reproducibility, version control, and idempotency.
- Estimated monthly operational cost of \$164 for RDS, Lambda, API Gateway, and observability.
- Developed a production-ready system with a comprehensive test suite (19 tests), CI/CD compatibility, and documented runbooks.

AWS App Runner Deployment — Resume Summary

[AWS App Runner](#) · [Terraform](#) · [Docker](#) · [Amazon ECR](#) · [Node.js](#) · [CloudWatch](#) · [IAM](#) · [Docker buildx](#) · [AWS](#)

- Deployed a production-ready, containerized web application on AWS App Runner with a live HTTPS endpoint.
- Managed infrastructure entirely with Terraform, ensuring reproducible deployments with a single `terraform apply` command.
- Optimized Docker image size by 87% (from 328 MB to 43 MB) through effective `.dockerignore` configuration.
- Diagnosed and resolved 8 distinct deployment issues, including cross-platform build mismatches and IAM permission errors.
- Implemented least-privilege IAM roles for secure ECR image pulling and CloudWatch Logs access.
- Achieved 100% Terraform management of 9 infrastructure resources, encompassing App Runner service, ECR, IAM, and CloudWatch.
- Validated the architecture with a 21-test script, achieving 18 PASS / 3 WARN / 0 FAIL results.
- Ensured cross-platform build compatibility, fixing silent health-check failures caused by `arm64/amd64` image mismatches.

Serverless Event Ticketing & Check-In System — Resume Summary

[AWS](#) · [API Gateway](#) · [SQS](#) · [Lambda](#) · [Python](#) · [DynamoDB](#) · [S3](#) · [Terraform](#) · [Google Forms](#) · [Google Sheets API](#) · [Gmail API](#) · [Pillow](#) · [Apps Script](#) · [CloudWatch](#)

- End-to-end attendee lifecycle automated — from Google Form submission to HTML ticket email in under 60 seconds per attendee
- Bulk send capability — `bulk\_send.py` supports dry-run preview, status filtering, recipient CSV import, and sends to all DynamoDB recipients without Google Form
- Zero-redeploy template updates — email template managed independently in S3; updated and live without touching Lambda code
- Gmail OAuth token management solved — designed S3-backed token persistence with automatic refresh cycle across Lambda cold starts
- Terraform IaC — all AWS resources managed across 9 Terraform files; reproducible with `terraform apply`
- Least-privilege IAM — three separate Lambda execution roles, each scoped to only the DynamoDB attributes and S3 prefixes required

TECHNICAL SKILLS

Cloud Infrastructure:	AWS — cloud service design, management, troubleshooting, deployment automation
Scripting:	Python, PowerShell — system and admin automation scripting
Container Service:	Docker and Kubernetes
IAC:	Terraform
CICD:	Github Action

ADDITIONAL SKILLS

- Strong troubleshooting & problem-solving skills
- Fast learner, adaptable, and team oriented
- Effective communication & client interaction
- Multi-Tenant Management: M365 Lighthouse, cross-tenant admin delegation

- M365 Support Models: SLA-based incident handling, escalation workflows for MNCs
- Compliance & Reporting: License audits, tenant-level Secure Score, M365 usage reports

EDUCATION

Advanced Diploma of Information Technology — NSIT Academy*Finished 2024*

Secondary School SPM Level — SMK Sri Perhentian*Finished 2019*

LANGUAGES

Mandarin Chinese (Fluent), English (Proficient)

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