

George Koufie

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PROFESSIONAL SUMMARY:

Systems Administrator and cloud professional with 3+ years of hands-on IT infrastructure experience across identity and access management, networking, endpoint administration, and enterprise troubleshooting, complemented by a self-built AWS engineering portfolio focused on Infrastructure as Code, cloud networking, security, and deployment automation. AWS Certified Solutions Architect – Associate, AWS Certified Cloud Practitioner, and Microsoft Certified: Azure Administrator Associate, with hands-on experience building reusable Terraform modules, automating infrastructure deployments through GitHub Actions, and troubleshooting AWS networking and IAM configurations. Brings a strong operational foundation, security-first mindset, and experience supporting reliable technology environments across government and healthcare organizations

TECHNICAL SKILLS:

Operating Systems: Windows, Linux

Software: Microsoft (Word, Excel, PowerPoint, Outlook, Calendar) and Google Suite

Cloud Computing: Cloud Concepts and AWS Services, Install and configure the AWS CLI, Using AWS Systems

Manager, creating a Website on S3 and Amazon EC2 Instances, Scale and Load Balance the Architecture, Configuring an Amazon VPC

Networking: Basic knowledge of Networking protocols and concepts, creating AWS Virtual Private Cloud, launching EC2 instances, Security Groups, NACL, Subnets, and Internet Gateways

Linux: Fundamental working knowledge of the Linux operating system and Shell Scripting, putting into Linux instances from Windows, editing and working with files, Users, and Groups, Managing File Permissions, working with Commands, and Managing Processes

AI & Automation Tools: ChatGPT, Microsoft Copilot, Prompt engineering to troubleshoot research, AI-assisted documentation and workflow support

EDUCATION:

Per Scholas | AWS re/Start Training | Your city, state

November 2026

- This rigorous, full-time, 15-week virtual re/Start Training program provides an understanding of Cloud Computing Services, Networking, Databases, and AWS Cloud Management, Monitoring, and Governance Services.
- Attended weekly professional development to develop a personal brand, create a strong technical resume, practice professional communication and collaborative skills, and develop skills required to succeed in a technical environment.
- Course Focus: Linux, Python, Auto Scaling, EC2, Lambda, Shell Scripting, Cloud Concepts, Network Firewall, AWS System Manager, Redshift, and DynamoDB.

Western Governors Univ. | Bachelor of Science in Cloud Computing | Salt Lake City, UT

May 2025

James Sprunt Comm. Col. | Associates of Science in Information Technology | Kenansville, NC

May 2023

CERTIFICATIONS:

AWS Certified Cloud Practitioner

Jan 2024

AWS Certified Solutions Architect - Associate

July 2025

Microsoft Certified: Azure Fundamentals

July 2024

PROFESSIONAL EXPERIENCE:

Onslow County Government | Jacksonville, NC

Technology Support Specialist |

IT Technician |

Feb 2026 – July 2026

Sept 2024 – Feb 2026

- Independently resolved 90%+ of 40–50 weekly Tier I/II incidents across Windows endpoints, Microsoft 365, identity services, networking, and business applications in an enterprise environment supporting 1,000+ users across county departments, minimizing downtime and unnecessary escalations.
- Managed 30+ identity and access requests weekly across Active Directory, Microsoft Entra ID, and Microsoft 365, including user provisioning, password and account support, group membership, permissions, access changes, and account deactivation while applying least-privilege access controls.
- Diagnosed hardware, software, network connectivity, authentication, and peripheral issues, performing root-cause troubleshooting and escalating complex infrastructure incidents with documented diagnostic findings to accelerate resolution.
- Maintained technical documentation, deployment procedures, system configurations, and asset records to support consistent IT operations, infrastructure maintenance, and knowledge sharing across technical teams.

IT Operations Specialist | CarolinaEast Health System | New Bern, NC |

Aug 2023 – Sept 2024

- Imaged, configured, and deployed 250+ new and replacement enterprise workstations using Microsoft SCCM, managing deployments from operating system and software installation through endpoint configuration, validation, and delivery to end users in a healthcare environment.
- Administered Active Directory and Microsoft Entra ID, supporting user provisioning, permissions, MFA, authentication, and access-related troubleshooting throughout the user lifecycle.
- Diagnosed and resolved hardware, software, network connectivity, and endpoint configuration issues across desktops, laptops, applications, and peripheral devices, maintaining reliable end-user operations.
- Supported enterprise infrastructure and technology services, collaborating with technical teams to troubleshoot complex issues and maintain secure, standardized workstation environments.

Personal Projects

Hybrid Cloud Network Architecture | Terraform, AWS Transit Gateway, Site-to-Site VPN |

June 2026

- Designed and deployed a 3-VPC hybrid AWS network using Terraform, AWS Transit Gateway hub-and-spoke routing, and Site-to-Site VPN/IPsec to demonstrate centralized connectivity across distributed network environments.

Built the infrastructure as reusable Terraform code and validated deployment reliability through complete destroy/reapply cycles from a clean environment, demonstrating reproducible Infrastructure as Code.

- [GitHub Repo](#)

Enterprise AWS Landing Zone (NovaRetail) | Terraform, GitHub Actions, Python |

April 2026

- Designed and implemented a modular AWS Landing Zone using Terraform, developing reusable modules for VPC networking, IAM, security controls, centralized logging, and budget management in a single-account environment

[GitHub Repo](#)