

Conner Lorenz

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Professional Summary

AWS Certified Solutions Architect – Associate

Cloud Support Engineer focused on troubleshooting production SaaS platforms, Linux systems, and AWS infrastructure. Experience investigating customer-impacting incidents, analyzing logs, debugging API integrations, and automating support workflows using Python and Bash. Passionate about solving complex technical problems and improving reliability of cloud-hosted services.

Certifications

AWS Certified Solutions Architect – Associate (2026)

Core Skills

Cloud & Infrastructure: AWS (EC2, S3, IAM, VPC, CloudWatch, Security Groups), Terraform, Linux administration, Networking (TCP/IP, DNS, HTTP/S, routing, firewalls)

Support & Troubleshooting: Production incident response, root cause analysis, SaaS platform support, log analysis, monitoring alerts, REST API debugging

Automation & Data: Python scripting, Bash scripting, SQL fundamentals, Git

Professional Experience

SkyTouch Technology — IT Support Specialist

Dec 2024 – Present

Support engineer for a cloud-hosted enterprise Property Management SaaS platform.

- Troubleshoot customer-impacting production issues across web applications, backend services, and third-party integrations.
- Investigate incidents using logs, system behavior, and API responses to identify root causes and resolution paths.
- Diagnose and resolve API integration failures, configuration issues, and deployment problems.
- Partner with engineering teams by reproducing complex defects and documenting findings to accelerate resolution.
- Build internal automation tools using scripting to streamline support workflows and reduce manual effort.
- Analyze recurring issues to improve system reliability and operational efficiency.
- Support cloud-hosted environments and assist with infrastructure-related troubleshooting.

Fox Corporation — Technical Director / IT Specialist

Oct 2021 – Jun 2023

- Supported Linux-based and proprietary systems in a high-availability live production environment.
- Diagnosed and resolved system, network, and application issues under strict uptime requirements.
- Performed rapid incident response during live events and critical operations.
- Authored SOPs and trained staff on troubleshooting procedures and technical workflows.

Cloud & Automation Projects

- Provisioned AWS infrastructure using Terraform (VPCs, EC2, IAM, Security Groups).
- Implemented monitoring and alerting using Amazon CloudWatch.
- Automated Linux administration and system hardening using Bash and Python scripts.
- Built GitHub projects focused on AWS automation and infrastructure deployment.

Education

Arizona State University — B.A. Communication

Chandler–Gilbert Community College — Associate of Applied Science