

Eric Nguyen

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Summary

Senior Cloud Platform Engineer with 4+ years of experience building self-service infrastructure platforms that abstract complexity from product teams. Productized infrastructure as internal developer platforms (Backstage, HCP Waypoint), automated provisioning pipelines (ServiceNow to HCP Terraform), and AI-native tooling (RAG knowledge systems, agentic workflows). Deep expertise in Kubernetes (EKS), Terraform at enterprise scale (~200 accounts), CI/CD architecture, and platform security (IAM governance, policy-as-code, Zero Trust).

Certifications

- AWS Certified Generative AI Developer - Professional (in progress)
- AWS AI Practitioner
- AWS Certified Solutions Architect - Associate
- HashiCorp Terraform Associate
- Azure Administrator Associate (AZ-104)
- CompTIA Security+

Technical skills

Platform Engineering & IDP: Backstage (catalog entries, templates), HCP Waypoint, ServiceNow integration, Self-Service Infrastructure, Developer Enablement

AI-Native Platforms: RAG Architectures (pgvector, AWS Titan Embeddings), AWS Bedrock (Claude/LLMs), Agentic Workflows (n8n), LLM API Integration, Vector Databases

Cloud Platforms: AWS (EKS, EC2, Lambda, S3, RDS, IAM, Bedrock, Control Tower), Azure (VMs, VNets, Entra ID)

Container Orchestration: Kubernetes (EKS/on-prem), Docker, Helm, ArgoCD (GitOps)

IaC & Backend Tooling: Terraform (Enterprise-Scale, ~200 accounts), HCP Terraform/Sentinel, Packer, Ansible, Python, Bash, PowerShell

CI/CD & Delivery: GitHub Actions (matrix builds, OIDC auth), GitLab CI, ArgoCD

Security & Governance: IAM, Zero Trust, SCPs, Checkov, Trivy, Kyverno, Falco, Policy-as-Code (Sentinel)

Monitoring & Observability: Prometheus, Grafana, Loki, OpenTelemetry, CloudWatch

Experience

Royal Caribbean, Cloud Platform Engineer

Miramar, FL

Sept 2025 – present
7 months

- Designed self-service infrastructure provisioning platform integrating ServiceNow workflows with HCP Terraform, enabling teams to get production-ready cloud resources through an approval-based, zero-touch pipeline
- Contributed to enterprise Backstage developer portal. Built catalog entries and templates for self-service infrastructure access and service onboarding
- Led IaC adoption across 5 platforms (AWS, Azure, GCP, OCI, HyperV). Designed HCP Terraform workspace structure, Entra ID SSO integration, and Sentinel policy-as-code governance
- Built RAG-powered knowledge platform using n8n, pgvector, and AWS Bedrock (Titan embeddings). Adopted by the AWS and Azure engineering teams to self-serve answers from 30+ internal docs
- Developed multi-cloud resource inventory platform (Python, GitHub Actions) scanning 37+ AWS and 24+ Azure resource types org-wide via parallel processing for visibility and cost tracking
- Built Python CLI for parallel Terraform import across ~200 AWS accounts importing 45k+ resources using GitHub Actions matrix pipelines
- Designed secure-by-default account vending pipeline with Checkov, Trivy, and multi-stage CI/CD security gates. Reduced provisioning from 3+ days to 10 minutes
- Bootstrapped HCP Terraform for the org with centralized state management, Sentinel policy enforcement, RBAC, and secure remote execution
- Reviewed Terraform PRs and architecture design documents across engineering teams for security compliance and platform standards

<p>Coalfire, Cloud Engineer II</p> <ul style="list-style-type: none"> Managed secure multi-account AWS infrastructure with AWS Organizations, Transit Gateway peering, SCPs, and RAM. Achieved 99.9% uptime across production environments Automated multi-cloud provisioning (AWS and Azure) with reusable Terraform modules, cutting deployment time by 40% Deployed GitLab on Azure with Entra ID SSO and multi-stage CI/CD pipelines with Trivy security scanning, improving developer velocity by 30% Enhanced company-wide Terraform modules with security best practices, increasing reusability and compliance across client projects 	<p>Remote Jan 2025 – Sept 2025 9 months</p>
<p>Hash Studios LLC, Cloud Engineer (Contract)</p> <ul style="list-style-type: none"> Deployed production applications on Amazon EKS with ArgoCD GitOps, built CI/CD pipelines with GitHub Actions, Trivy scanning, and blue/green deployments Automated infrastructure provisioning with Terraform, reducing deployment times by 50% Implemented Prometheus/Grafana observability stack with real-time metrics, alerting, and dashboards across production workloads 	<p>Plantation, FL June 2024 – Dec 2024 7 months</p>
<p>I-Payout, System Administrator</p> <ul style="list-style-type: none"> Spearheaded hybrid cloud migration to AWS and Azure (20+ workstations). Designed Site-to-Site VPN and enforced PCI-DSS compliance Automated employee onboarding with PowerShell (80% faster) and Linux patching with Ansible, reducing configuration drift Built Python and Bash automation tooling to streamline IT operations, reducing manual intervention 	<p>Fort Lauderdale, FL June 2022 – Oct 2024 2 years 5 months</p>

Projects

AI-Native Internal Knowledge Platform

- RAG-powered platform using n8n, pgvector, and AWS Bedrock (Titan embeddings). Ingests internal docs into vector store, enabling engineers to self-serve answers via natural language queries

Multi-Cloud Resource Inventory Platform

- Python service scanning 37+ AWS and 24+ Azure resource types org-wide using parallel processing, OIDC auth, and GitHub Actions automation with S3 upload and Teams notifications

CodeGuardian AI - Security Code Reviewer (In Progress)

- AI platform on AWS EKS using Bedrock (Claude) for LLM-powered security code analysis. EKS Pod Identity, Kyverno, Falco runtime monitoring. 100% Terraform-managed with ArgoCD GitOps