

CONTACT

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rafaellemos.cloud

TECHNICAL SKILLS

- Cloud**
AWS fundamentals, Amazon S3, IAM, GitHub Actions, OIDC
- Servers**
Windows Server 2022, Ubuntu, Active Directory, DNS, DHCP
- Virtualisation**
Hyper-V, failover clustering, TrueNAS
- Networking**
TCP/IP, OSPF, Cisco Packet Tracer, routing
- Platforms**
Nextcloud, hMailServer, SMTP, IMAP
- Security**
Risk assessment, security awareness, access control

EDUCATION

- Diploma of Information Technology**
Advanced Networking / Cloud Engineering
TAFE Queensland · 2026-current
Expected completion: Dec 2026
- Pathology Collection**
TAFE Queensland · 2022
- Bachelor of Physiotherapy**
UNIJORGE (Centro Universitário Jorge Amado) · Salvador, Brazil · 2014

PROFESSIONAL

Customer success · Relationship building · Clear communication · Problem resolution · Leadership · Multidisciplinary teamwork

LANGUAGES

English · Portuguese

Rafael Lemos

CLOUD ENGINEERING · CUSTOMER SUCCESS

AWS · Infrastructure · Technical Support · Customer Care

PROFILE

Qualified physiotherapist and customer-focused professional transitioning into cloud engineering and technology. Combines healthcare, team leadership and technical-support experience with clear communication, relationship building and calm problem-solving. Develops practical AWS, infrastructure, Linux, Windows Server and networking capability through hands-on projects.

EXPERIENCE

Specialist

STARTING 27 JUL 2026

Apple · Upcoming position

Joining Apple in a customer-focused Specialist role while continuing Cloud Engineering studies.

Hospital Pathology Collector

2023-2025

Sullivan Nicolaides Pathology

Managed sensitive patient data and specimens with strict privacy, accuracy and regulatory compliance.
Used hospital information systems to track collection and testing workflows accurately.
Collaborated with multidisciplinary teams and communicated clearly in high-pressure environments.

Hospital Pathology Collector

2023

QML Pathology

Delivered professional patient care while maintaining accurate records and timely information exchange.
Applied attention to detail, organisation and confidentiality across daily clinical workflows.

Team Leader / Detailer

2019-2022

Cranks Carbon

Led staffing, recruitment, onboarding and training while coordinating workload, safety and quality standards.
Allocated team members according to job size and operational requirements.
Monitored performance and improved processes in a fast-paced operational environment.

SELECTED TECHNICAL PROJECTS

- AWS Cloud Portfolio**
Deployed S3, CloudFront, Route 53, HTTPS, GitHub OIDC CI/CD and a Lambda-DynamoDB visitor counter.
- Enterprise Server Lab**
Windows Server, Ubuntu, AD, DNS, DHCP, TrueNAS and two-node failover clustering.
- Cisco OSPF Lab**
Configured and troubleshot multi-router dynamic routing and end-to-end connectivity.
- Communication Platform**
Integrated Nextcloud, hMailServer, Thunderbird, SMTP and IMAP in a virtual lab.
- Cybersecurity Program**
Assessed workplace risks and developed prioritised awareness and training controls.