# Trinity Klein

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## WORK EXPERIENCE

**Southeast Hypnosis** — Mar. 2020 – Dec. 2024
*Digital Systems Engineer* — *Friendswood, TX*

- Southeast Hypnosis offers professional hypnosis services to help clients achieve personal goals, with a focus on leveraging digital systems to enhance customer experience.
- Deployed an automated appointment system, reducing scheduling workload by approximately 50% and client no-shows by 20%.
- Migrated corporate site to WordPress, boosting performance by 40% and reducing downtime.
- Centralized around 1,000 client records into a digital database, improving accuracy and accessibility.
- Integrated AI chatbot and automated reminder funnels, increasing client leads by 25% and retention rates.
- Partnered with leadership to refine branding, streamline processes, expand the online presence across platforms, and align digital strategy with business growth objectives.
- Created data-driven marketing campaigns, integrating visual design and analytics to strengthen conversion strategy.

## EDUCATION

**University of Houston** — May 2025
*Bachelor of Science, Computer Information Systems* — *Houston, TX*

- **GPA: 3.5/4.0**; Cum Laude; Dean's List
- Relevant Coursework: Database Management, Network Infrastructure, Application Development, Cloud Computing, Information Security, Systems Analysis.

## PROJECTS

**[Cloud Resume Challenge](#)** — Sep. 2025 – Nov. 2025

- Built terminal-style front end using Hugo Console theme; deployed globally with S3, CloudFront, and Terraform.
- Implemented serverless backend (Lambda, DynamoDB, API Gateway) to track site analytics and automate deployments via GitHub Actions CI/CD.
- Applied security best practices with IAM, encryption, and cost-optimized lifecycle policies.

## VOLUNTEER EXPERIENCE

**Greater Business of Pearland** — Nov. 2020 – May 2024
*Ambassador* — *Pearland, TX*

- The Greater Businesses of Pearland (GB Pearland) nonprofit's mission is to provide a variety of avenues that equally support business growth and prosperity and the greater good of the community.
- Strengthened community partnerships, contributing to a 3,000+ increase in event attendance.
- Conducted demographic analysis of 1,500+ attendees using Excel to inform strategy.

## CERTIFICATIONS, TECHNOLOGIES, SKILLS & INTERESTS

- **Certifications:** [AWS Certified Cloud Practitioner](#); [Cisco Data Analytics Essentials](#)
- **Technologies**: Agile Methodologies; DevOps; Data Analysis; API Design; Data Visualization; Network Security; Cloud Computing; Software Testing; Troubleshooting; Software Development Life Cycle (SDLC); CI/CD; Cloud Native Architecture; Terraform (HCL, Remote State Management); Infrastructure Hardening; GitHub Actions (CI/CD Pipelines); Git; AWS CLI; Supply-Chain Security; Python; SQL; JavaScript; DynamoDB; DNS Management; Principle of Least Privilege; SSL/HTTPS; Server-Side Encryption
- **Skills:** AWS; Terraform; Hugo; GitHub Actions; Vue.js; Node.js
- **Interests:** Gastronomy; Patisserie; Yoga