

# JOHN DOE

9009 North FM 620 Road #2702, Austin, Texas 78726

206-422-3512 johndoe@hotmail.com

## CLOUD ARCHITECT

*Cloud Computing | Quality Assurance and Analysis | Caseload Management  
IT Standards Compliance | Strategic Planning and Analysis | New Systems Deployment  
Rapid Conflict Resolution | Team Building and Training*

## QUALIFICATIONS PROFILE

**Analytical and performance-focused professional, offering hands-on experience in cloud support engineering, Azure networking, technical support and troubleshooting, as well as network architecture and design.** Expert at developing, testing, deploying, and managing applications toward optimum performance, availability, and speed. Skilled at identifying and implementing large-scale technology solutions to optimize productivity, improve efficiency, and achieve organizational goals and objectives. Known for excellent communication and interpersonal skills in providing outstanding service; promptly responding to clients' needs, concerns, and inquiries; as well as in clearly conveying technical concepts into easily understood language to customers and end users.

## TECHNICAL ACUMEN

<b>Network Troubleshooting</b>	CCNet   PsPing/PsTools   NetMon   WireShark   TraceRoute   TraceTCP   Fid Ipconfig   Nslookup   NetStat   PuTTY   PowerShell   Cisco Systems Products
<b>Azure</b>	IaaS and PaaS   Load Balancers   NSG   VPN Connections   VNET Peering ExpressRoute Circuits   Virtual Machines
<b>Network Protocols</b>	BGP   OSPF   SSH   RDP   Icmp   ARP   TCP   UDP   FTP
<b>Programming Languages</b>	Java (Runtime 6,7)
<b>Agile Methodology and Automation</b>	Scrum   Kanban   Ansible   Chef
<b>Security and Infrastructure Technologies</b>	Routers   Firewalls   IDS   PKI   VPN   Two Factor Authentication   SIEM   LM EC   SOC   IR   E-Discovery   Encase   AccessData FTK

## PROFESSIONAL EXPERIENCE

REDAPT, BELLEVUE, WA

### CLOUD SUPPORT ENGINEER • Sep 2019–Sep 2020

- Provided help to all external enterprise customers in deploying Azure and Google Cloud Platform (GCP)
- Efficiently handled all cases from customers in a managed service provider (MSP) environment
- Effectively resolved several customer-facing issues, from case opening to closure, as well as offered them best practice solutions for new deployments
- Offered assistance to clients concerning cloud architecture

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MINDTREE LIMITED, REDMOND, WA

**SENIOR NETWORK SUPPORT ENGINEER** • Jan 2016–Jul 2019

- Aided all external and internal customers for Microsoft Azure, focusing on networking for platform as a service (PaaS), infrastructure as a service (IaaS), and product deployment
- Expertly troubleshoot issues on VPN tunnels and devices, ExpressRoute connections, VM availability, general performance and connectivity, on-premise device configuration, as well as load balancers
- Oversaw all caseload, from development to closure
- Coordinated with other teams and technical advisors in the Azure environment, performing escalation and collaboration as needed during case resolution
- Ensured compliance with the Microsoft policies, procedures, and best practices
- Functioned as technical advisor for MindTree colleagues
- Helped in escalating cases, facilitating internal training for Azure networking, and overseeing case count for engineers within the team

## EDUCATION

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**Certificate of Proficiency in Computer Security and Networking:** 2011

Lake Washington Institute of Technology, Kirkland, WA

**Associate's Degree in General Studies**

Bellevue College, Bellevue, WA | GPA: 3.5/4.0

## ACTIVITIES

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**Volunteer**, Cancer Support Community (CSC)