Danilo Cerdas Sandí

Azure DevOps Support Engineer

PROFESSIONAL PROFILE

High-performing DevOps Engineer with a strong background in software development and over 03 years of experience in the IT industry. Proficient in DevOps practices, pipelines, and cloud technologies such as Azure. Expert in team management and fostering a collaborative environment to ensure application stability and reliability.

Experience with IT and development teams to ensure site reliability, performance, and continuous delivery of releases and updates.

Possesses skills in risk analysis, value-focused decision-making, and strategic management.

PROFESSIONAL SKILLS

- Software infrastructure and cloud development, knowledge of microservices architecture.
- Advanced support with quality assurance
- Strategy and business intelligence Strategic planning
- Advanced critical thinking Analysis and synthesis skills
- Experience with cloud platforms (e.g., AWS, Azure,
- GCP).
- Knowledge of version control systems (e.g., Git).
- Familiarity with Agile/Scrum methodologies.
- A positive, optimistic, can-do attitude.
- Ability to consistently work 40 hours per week.

CONTACT INFORMATION

- San José, Costa Rica
- Tel. (506) 7296 1591
- Email. danilocerdas.131@gmail.com

ADDITIONAL INFORMATION

- Danilo Cerdas Sandí

- Valid Passport / American Visa
- Driver's License: B1

PROFESSIONAL EXPERIENCE

Microsoft Trilingual DevOps Support Engineer Stage 2
Tek Experts | February 2023 - Current
San José, Costa Rica

- Communicate with end PREMIER users, system administrators, and solution integrators from AMER, LATAM and Brazil via phone, email, or Teams to identify, diagnose, and troubleshoot their needs, as well as set expectations and provide guidance to resolve the issue.
- Apply technical knowledge relevant to the solution using technical documentation and guidance from team members, technical leads, and subject matter experts to research and identify appropriate solution steps.
- Experience with cloud computing services.
- Provide technical guidance to teams by identifying areas that require expertise across different modules of a solution to resolve the cases.
- Maintain documentation of all cases including queries, process steps, resolutions, and processes.
- Lead and be accountable for S2 engineers, oversee their work, ensure they meet metrics, provide ongoing help, resolve queries and concerns. Train and assist new employees. Provide technical support via phone, email,
- or remotely, analyze logs, and perform testing. Provide solutions to various types of issues related to pipelines, releases,
- configurations, identity, Team Foundation Service (TFS-On Prem Services) As a senior staff, I will work on escalated cases, critical issues, and system
- outages.

Technical Support 1- Seagate Storage
Movate | January 2022 - February 2023
Heredia, Costa Rica

- Resolve standard inquiries and complaints by understanding the consumer's needs, identifying the cause, selecting and explaining the best solution, escalating, correcting or adjusting as necessary and following up to ensure complete resolution.
- Document all customer interactions and resolutions in existing case management systems.
- Actively contribute to our technical knowledge base, online community and other technical documentation.
- Troubleshoot all global customer tier 1/2 support issues.
- Provide exceptional customer service by responding to technical support requests via phone (not standard), email and online.
- Represent the customer to ensure product quality and serviceability issues are tracked, prioritized, resolved and incorporated into the product release cycle.
- Assist customers in triaging and resolving product issues.
- Escalate critical customer situations to the appropriate management level.

LANGUAGES SKILLS

- **Spanish**
  Native
- **English**
  Advanced (C1)
- **Portuguese**
  Advanced (C1)

EDUCATION

Bachelor's Degree of Software Development
Universidad CENFOTEC
2024 (In progreso)

High School Diploma
Liceo de Costa Rica
2018

COURSES & CERTIFICATIONS

- IT Essentials | UCR-Technology Academy
- **CCNA I**: Introduction to Networks | Cisco
- **CCNA II**: Switching, Routing, and Wireless Essentials | Cisco
- **CCNA III**: Enterprise Networking, Security, and Automation| Cisco
- CCNA Bootcamp
- **Cybersecurity Essentials** | Netacad
- **Linux** Essentials | Netacad
- **Python** | Universidad de Costa Rica
- Digital skills for professionals | Google Academy
- Scanning in cybersecurity fundamentals | IBM Skills Build
- **NodeJS, MongoDB, RESTful API, JavaScript** | Udemy
- **Docker, Kubernetes, Jenkins, AWS, Ansandible, Git&Github** | Udemy
- Microsoft Learn Challenge Innovate and secure your **migration to Microsoft Azure** Microsoft Certified: Azure Fundamentals | **AZ-900**

TECHNICAL SKILLS

JSON	Rest APIs	Postman
PowerShell	Java	ASP.NET
YAML	SQL	Node
GitHub	Azure DevOps	Jenkins
Git	MongoDB	DSL
SonarQube	Azure Services	Bash

ACHIEVEMENTS & COMPETENCIES

- Be a five makers over all my experience on my company on different Regions of the continent, giving to my Portuguese department a grow since I started on metrics and customer satisfaction.
- Collaborate closely with infrastructure, application, and service architects to ensure solution viability for multiple deployment environments helping to grow the satisfaction on support for the region of Brazil.
- Establish build and release pipelines using Azure DevOps Release Management, PowerShell, and bash scripts based on customer scenarios around the America continent.
- Experience with Continuous Integration/Continuous Design, implement and maintain CI/CD pipelines to streamline the software delivery process
- Multi cultural collaboration with IT and development teams to ensure site reliability, performance, and continuous delivery of releases and updates.