

# Elier Estopinan Alonso

Tampa, Florida

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IT Performance & Monitoring Engineer specializing in Azure observability, automation, and FinOps. I design KPI-driven monitoring with Azure Monitor, Application Insights, and Log Analytics (KQL); automate runbooks and reporting with PowerShell/Azure CLI/GitHub; and build Power BI scorecards that cut MTTR, reduce alert noise, and optimize cloud spend across apps, network, and infrastructure.

## Work Experience

### Rooms To Go – Seffner, Florida

#### IT Performance & Monitoring Engineer

*August 2025 – Present*

- Own enterprise monitoring and performance reporting across infrastructure, applications, network, and security.
- Define KPIs/SLAs and standardize **weekly** and **monthly** scorecards; publish leadership-ready Workbooks/Power BI.
- Implement Azure Monitor/App Insights/Log Analytics alerting and dashboards; write **KQL** to correlate metrics, logs, and traces for root cause.
- Partner with App Dev/architects and Network teams to improve scalability, availability, and capacity planning.
- Support **cost transparency** (Azure Cost Management exports → Power BI), benchmark spend, and recommend optimizations.
- Automate reporting/health checks with **PowerShell/Azure CLI/GitHub Actions**.

**Tools:** Azure Monitor, App Insights, Log Analytics (KQL), SolarWinds Orion, ServiceNow, Power BI, Git/GitHub, terraform.

#### IT Service Desk Supervisor

*October 2022 – Present*

- Lead the App Ops (Applications Operations) team, collaborating with software developers to resolve programming-related issues and implement effective solutions.
- Serve as a second and third-tier escalation point for Service Desk Analysts, responding swiftly to network and security events.
- Support NSOC operations by performing Level 1 monitoring and assessments of network and cybersecurity events using event management tools.
- Manage SEV1 incident response, leading service restoration efforts and coordinating resolution calls via ServiceNow to minimize business impact.
- Troubleshoot complex technical issues across applications and infrastructure, providing escalation support and technical leadership.
- Mentor and manage a team of Service Desk professionals, fostering a culture of high-quality support and customer satisfaction.
- Recommend and implement process improvements to enhance service delivery and operational efficiency.

## IT Service Desk Analyst Level II

*March 2022 – October 2022*

- Delivered second-tier technical support, resolving escalated issues and minimizing downtime.
- Led incident response during major incidents and CSIRT events, ensuring timely communication and resolution.
- Managed change requests and updates through ServiceNow, supporting business partners and vendors.
- Monitored trends and proactively identified potential issues using ServiceNow and Orion SolarWinds.
- Provided event management by analyzing and responding to system alerts.

## Service Desk Analyst Level I

*January 2022 – March 2022*

- Provided first-line technical support for hardware and software issues via ServiceNow, phone, and email.
- Documented, tracked, and resolved incidents and service requests in alignment with SLAs.
- Utilized tools such as Azure AD, Citrix Cloud, and Microsoft Endpoint Configuration Manager to support end users.
- Escalated unresolved issues to Level II analysts and maintained technical documentation and knowledge base articles.

## Projects

### Portfolio Website

- Built a personal portfolio website to showcase projects, skills, and professional background.
- Designed a responsive layout with clean navigation and minimalist aesthetics.
- Included sections for project highlights, technical skills, and contact information.
- Technologies: HTML5, CSS3, JavaScript, Git, GitHub

### Movie Filter Application

- Developed a command-line Python tool to filter and display movie data from a CSV file.
- Applied core Python concepts including file handling, loops, and modular functions.
- Used GitHub for version control and project iteration tracking.
- Technologies: Python, CSV Module, Git, GitHub, VS Code

### Automate Azure Resource Management

- Designed and deployed Azure infrastructure using ARM templates and Visual Studio Code, enabling Infrastructure as Code (IaC) practices.
- Automated provisioning of Azure Resource Groups and Storage Accounts, reducing manual configuration errors.
- Integrated GitHub for version control and collaborative development.
- Technologies: ARM Templates, Azure CLI, VS Code, GitHub

## Technical Skills

- **Observability & APM:** Azure Monitor, Application Insights, Log Analytics, Alerts, KQL, Workbooks,
- **Network/Infra Monitoring:** SolarWinds Orion, event management, TCP/IP, DNS, DHCP, VLANs, routing, ServiceNow
- **Automation & Scripting:** PowerShell, Python, Azure CLI, Git/GitHub, GitHub Action
- **Cloud & IaC:** Microsoft Azure, ARM Templates (Bicep familiarity), cost management & FinOps concepts, terraform.
- **Incident & Service Mgmt:** ServiceNow (incidents, problems, changes), SEV1 response, runbooks
- **Data & BI:** Power BI (dashboards, DAX basics), data validation, executive scorecards
- **Security Awareness:** NSOC exposure, log correlation, alert tuning

## Education

 **Hillsborough Community College** associate's degree in network security, Information Technology (December 2021)

 **Microsoft Certified: Azure Fundamentals** – 2023

 **ITIL® 4 Foundation Certified** – 2023

 **GitHub Foundations Certified** – 2025