Elier Estopinan Alonso

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Motivated and technically skilled IT professional transitioning into Cloud Engineering, with hands-on experience gained through both professional roles and self-directed projects in Microsoft Azure, Infrastructure as Code (IaC), and scripting (Python, Bash, PowerShell). Proven ability to manage incidents, lead infrastructure monitoring, and collaborate with development and security teams to maintain scalable, secure environments. Passionate about cloud automation, performance optimization, and continuous learning. Bilingual in English and Spanish, with strong communication skills and the ability to support diverse technical teams and end users.

Work Experience

Rooms To Go – Seffner, Florida

IT Service Desk Supervisor   *October 2022 – Present*

- Lead the App Ops (Applications Operations) team, collaborating with software developers to resolve application-related issues and implement service improvements.
- Serve as a Tier II/III escalation point, managing SEV1 incidents and leading restoration efforts via ServiceNow to minimize business impact.
- Coordinate with CSIRT and NSOC teams to identify, escalate, and respond to security and network events using Mist, Orion SolarWinds, and ServiceNow.
- Contribute to service improvement by mentoring team members, enforcing ITIL-aligned practices, and maintaining SOP and knowledge documentation.
- Support infrastructure and endpoint teams on cloud-connected troubleshooting and process automation initiatives.
- Participate in Problem Management meetings to analyze root causes and prevent recurrence of high and critical incidents.

IT Service Desk Analyst Level II   *March 2022 – October 2022*

- Delivered second-tier technical support, resolving escalated issues and minimizing downtime.
- Used Azure AD for access validation and group membership; managed print services via Azure Universal Print; deployed device wipes and policy updates through Intune.
- 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.
- Provided event management by analyzing and responding to system alerts using ServiceNow and Orion SolarWinds..

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 using ServiceNow.
- 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 - [Repo Link](#) - In Progress *(from March 2025 to Present)*
- Created and deployed a personal web portfolio to showcase cloud, automation, and scripting work.
- Implemented CI/CD with GitHub Actions to automatically publish updates to GitHub Pages.
- **Technologies:** HTML5, CSS3, JavaScript, CI/CD, Git and GitHub.

Movie Filter Application - [Repo Link](#) - *Completed in 2 weeks (from December to December 2024)*
- Developed a Python-based command-line tool with a text menu to filter and display CSV movie data.
- Applied core programming concepts and containerized the app with Docker for consistent local deployment.
- Used GitHub for version control and iterative development tracking.
- **Technologies:** Python, CSV Module, Docker, Git, GitHub and VS Code.

Azure IaC Deployment - [Repo Link](#) - *Completed in 3 weeks (from June to July 2024)*
- 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 and GitHub.

Technical Skills

- **Cloud & Infrastructure:** Microsoft Azure, Citrix Cloud, Azure CLI, and ARM Templates.
- **DevOps & Automation:** Docker, GitHub Actions (CI/CD), Git, and GitHub.
- **Programming & Scripting:** Python, HTML, CSS, JavaScript, Bash, and PowerShell.
- **Monitoring & Security:** NSOC operations, Orion SolarWinds, event management, and cybersecurity awareness.
- **Operating Systems:** Windows, Linux, Stratodesk, and macOS.
- **Technical Support:** Tier I–III support, application/infrastructure troubleshooting, and network/security events.
- **IT Service Management:** Incident, problem, and change management; SEV1 incident response; KB and SOP documentation (ServiceNow).

Education

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

Microsoft Certified: Azure Fundamentals (Az-900) *– 2023*

ITIL® 4 Foundation Certified *– 2023*

GitHub Foundations Certified *– 2025*

Microsoft Certified: Azure Administrator (Az-104) *– In-Progress.*

Relevant Coursework

- LEAD: Leadership Excellence Activated – RTG (2024)
- PowerShell Basics & Scripting – RTGU (2024)
- 100 Days of Python – Replit (2025)