

ERIC FERNANDEZ

AUSTIN, TX

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CLOUD SUPPORT ENGINEER

QUALIFICATIONS PROFILE

*Data-driven **Cloud Support Engineer** showcasing 17+ years of contributing to the meeting and maintaining of key company objectives. Proven track record of seamlessly resolving complex customer problems by utilizing troubleshooting and problem-solving expertise. Exceptional communication and relationship building skills utilized to develop and maintain strong, beneficial partnerships with clients, colleagues, and external teams.*

CAREER HIGHLIGHTS & ACCOMPLISHMENTS / TOP SKILLS

- **Achieved exceptionally high client satisfaction and trust ratings** by leveraging a strong skillset in problem-solving and troubleshooting, seamlessly resolving system cluster issues.
- **Implemented top-of-the-line industry practices** by conducting research and collaborating closely with compliance and security teams to ensure optimal configuration of Kubernetes Clusters.
- **Managed 500+ internal and external clients monthly**, utilizing effective communication skills.

CORE COMPETENCIES

Technical Proficiency
Project Management
Problem-Solving and Troubleshooting
Leadership and Collaboration
Client Satisfaction

Effective Communication
Documentation Management
Operational Efficiency
Performance Monitoring
Regulatory Compliance

PROFESSIONAL EXPERIENCE

MICROSOFT, AUSTIN, TX

AKS Escalation Engineer | Remote

2022 – Present

- Achieved and maintained high client satisfaction ratings by demonstrating advanced proficiency in troubleshooting and problem solving, seamlessly resolving Azure Kubernetes Service (AKS) cluster issues.
- Drove an increase in operational efficiency by conducting in-depth research to identify and implement industry-leading practices for monitoring and logging practices in AKS, enhancing service reliability.
- Executed zero-downtime AKS upgrades to guarantee exceptional service delivery, growing client trust.
- Strengthened system security and ensured compliance by configuring Role-Based Access Control (RBAC).
- Contributed to decision-making endeavors by conducting comparative analysis of AKS.
- Decreased costs and enhanced performances by optimizing resource utilization In AK clusters.
- Optimized response times by designing and implementing autoscaling in AKS clusters.
- Demonstrated project management skills by reducing downtime risks through leading AKS cluster migrations.

GOOGLE, AUSTIN, TX

Technical Solutions Engineer | Kubernetes | GKE | Anthos

2021 – 2022

- Provide consultation, guidance, and support to software engineering teams on Kubernetes adoption and usage
- Adopt and determine reference architectures and implementations using Kubernetes.
- Solve complex technical issues involving multiple technology stacks.
- Provide documentation and training to other Engineering stakeholders.
- Collaborate with compliance and security teams to ensure optimal configuration of Kubernetes clusters for security best practices Build automation to dynamically scale clusters and software services when needed.
- Support multiple large scale Kubernetes clusters supporting 1000s of pods Setting proper benchmarks for standard pod resource limits (memory limits, CPU limits, QoS values).
- Advise on potential alternatives to current practices, particularly in deployment and monitoring.

FACEBOOK, AUSTIN, TX

Enterprise Support Tech | Remote

2020 – 2021

- Respond to technical end user service and support incidents and requests.
- Manage on-prem/user cloud services including creating accounts, permissions in office365, Adobe Suite, etc.
- Provide critical on-shift network operations support to Facebook infrastructure and employees.
- Troubleshoot network issues as they arise both in corporate and remote site environments.
- Troubleshoot, support and maintain next generation data-center operations / network connectivity.
- Work with Network Engineering & Deployment teams ensuring operational readiness for new deployments.
- Perform root cause analysis on network and systems downtime.

GOOGLE, MOUNTAIN VIEW, CA & SUNNYVALE, CA

Site Reliability Engineer

2018 – 2020

- Manage and monitor all systems and infrastructure by installing, configuring, testing, and maintaining operating systems, application software, and system management tools to optimize performance.
- Track and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement fixes promptly, resulting in reliable and efficient operations.
- Maintain security, backup, and redundancy strategies, reducing system errors and minimizing downtime.
- Develop scripts to increase system efficiency and lower the human intervention time on any tasks by up to 90%.
- Provide 2nd and 3rd level support to more than 500+ internal and external clients monthly.
- Liaise with vendors and IT personnel to cooperatively identify and resolve any technical problems that arise.

Additional Experience:

IT Resident at Google | **Tier 1 IT Specialist** at Valencia Community College | **Customer Service Representative** at Sarasota Herald Tribune | **Aviation Ordnance man & Second-Class Petty Officer** at the United States Navy

EDUCATION & OTHER CREDENTIALS

University of Central Florida, Orlando, FL (2017)

Bachelor of Science in Information Technology

State College of Florida-Manatee-Sarasota, Bradenton, FL (2014)

Associate of Arts in Liberal Arts and Sciences & Liberal Studies

Credentials: Azure Fundamentals – Microsoft Certified

TECHNICAL SKILLS

Technical Skills: Applications: Microsoft Office (Word, Excel, PowerPoint, Outlook, Project / Cloud) / Platform: Amazon Web Services, S3/Communication: Microsoft Lync 2010 / CRM: Salesforce, Insightly, Base, Velocify, Zendesk / Customer Service Systems: Remedy Incident Management System / Databases: SQL Server 2000/2005/2008, Dynamo, MySQL, Oracle 7/10g, Maria DB / Database Management Systems: RDBMS / Email System: Microsoft Exchange 2003/2010 / ERP: Pronto Software / Hardware: Netgear, Linksys, Dell, HP, Lenovo desktop and laptop hardware / Methodologies: PMI, AGP, Scrum / Mobile: Android, iOS, Simple Notification Service, Microsoft ActiveSync / Network Design: Integration of distributed networks (VPN bridges, VPN gateways, MPLS) / Monitoring: HP OpenView Operations, BMC Control-O, Open Source apps, Cacti, ntop / Networking: Cisco IOS Routing and Switching, DHCP, DNS, TCP/IP / Operating Systems/Platforms: Windows XP/Vista/7/8, Mac, Blackberry OS, Apple iOS, Apple OS X / Programming Languages: Python/ Remote Access: RDP, TeamViewer, LogMeIn / Security: Microsoft Security Baseline Analyzer, Nessus, Snort / Server Administration: Windows Server 2003-2012 R2 (Active Directory, Group Policy, RDS, WSUS) / Server Hardware: IBM System X Server, HP Proliant Server, Dell Server / Storage: NAS, SAN Technologies / System Backup and Restore: Acronis, Symantec Backup Exec, Storagecraft Shadowprotect Image backup / Virtualization: VMware Virtualization, Parallels Virtualization, Norton Ghost, System Imaging / Web Server: IIS, Debian Apache, Debian Linux / Website Technology: Python 2.7 Pyramid Web Framework, HTML 5, CSS 3, WordPress / Other: Skype for Business, Hiren's, SpinRite

Languages: English / Spanish

Honors & Awards: Good Conduct Medal – US Navy / Naval Achievement Medal – US Navy / Letter of Commendation – US Navy Admiral

Professional Affiliations: IEEE Computer Society**Community Engagement:** VARC – Associate**Interests:** Soccer / Healthy Eating / Nutrition / Travel