Jefferson Phillips

Senior Support Engineer - Azure App Services

jeffphillips500@gmail.com / +506 8803-6970 / https://jeffersonphillips.github.io / LinkedIn: jefferson-phillips-retana

EDUCATION

Economía Empresarial, *Bachillerato - ULACIT, CR*   Ongoing

AI & Machine Learning, *Técnico Superior - Universidad Creativa, CR*   Jan 2021 - May 2022
  Relevant Topics: Razonamiento artificial, Inteligencia Artificial Aplicada

Computer Science, *Associate's Degree - TMCC, USA.*   2018 - 2020
  Relevant Topics: OOP in C++, Web Dev. in HTML, CSS & JavaScript

Additional Courses:

  Microsoft Azure Administrator, *Certificate - Elev8 Education, CR*   Aug 2023
  Level Up - People Management, *Tek Experts L&D, CR.*   Sep 2023
  Agile Fundamentals, *Cloud Academy*   July 2023
  Banking and Finance, *Técnico Medio - CTP Comercial y de Servicios, CR*   2015 - 2017

PROFESSIONAL EXPERIENCE

Tek Experts / Senior Support Engineer - Microsoft Azure   **April 2022 — Current**
Provided Technical Support for Microsoft Azure technologies while leading a team of 4 engineers   *San Jose, Costa Rica*
at a time. While mainly supporting PaaS products, I addressed customer's issues related to networking,
storage, code, architecture, and other configurations. Over the course of this Seniorship, I oversaw
the performance and metrics of +15 engineers assigned to my team.

Tek Experts / Product Ready Trainer - MS Azure App Services   **Feb - April 2024**
Coached and mentored a wave of new Azure Engineers, providing comprehensive training on   *San Jose, Costa Rica*
Azure products, specifically focusing on App Services and Function Apps. I delivered hands-on
sessions, created training materials, and facilitated smooth on-boarding and skill development,
ensuring engineers were well-prepared to work with Azure technologies.

TMCC / Computer Science Teacher Assistant   **Jan 2020 — May 2020**
Assisted Dr. Edward Corbet, Computer Science professor, with instructional responsibilities such as   *Nevada, USA*
grading assignments, midterms, and finals, teaching open classes for all students after hours, and
one-on-one meetings with students to guide them through C++ OOP introductory projects.
Additionally, provided tutoring services in subjects related to Calculus, Physics, and Spanish.

SIDE PROJECTS

Language recognition model   Dec 2021
Collected sample data, trained Neutral Network (on Python), and deployed to a local WebApp through API
using Flask. The app was able to identify the language in which a user is speaking (through active mic).
Supported languages: Spanish, Japanese, English and Portuguese.

Personal Website   June 2020
Designed and build my personal website (v1) using HTML, CSS and JavaScript, hosted directly from the
GitHub repository through GitHub Pages (check out link above). Currently working on v2, to be developed
fully on React and hosted on Azure Static Sites.

SKILLS

Support Eng. Aptitudes	Excellent customer service, adequate teaching abilities, highly organized and patient
Cloud Computing	Azure Hands-on experience: App Services, Functions Apps, DevOps, SWA, App Configuration
Soft Skills	Excellent customer service, Hungry learner, Researching skills highly developed
Prev Knwledge	DotNet/Node App Services Support, Python, C++, HTML-CSS/JS (React), Linux, GitHub
AI & ML	Pandas, SciKit-learn, TensorFLow, Keras, spaCy - Data visualization in Matplotlib
Communication	Spanish, English, Italian