

Sawyer Bristol

Colorado Springs, Co | SawyerBristol@gmail.com | github.com/LegitCamper | linkedin.com/in/sawyerbristol | sawyer.services



Linux+, CompTIA (sawyer.services/linuxplus)	May 2025
Security+, CompTIA (sawyer.services/secplus)	June 2024
CCNA: Switching, Routing, and Wireless Essentials, Cisco (sawyer.services/ccna)	Oct 2020
Azure App Service Cong & Mgmt Specialist, Microsoft (sawyer.services/conf)	Apr 2023
Azure App Service OSS Specialist, Microsoft (sawyer.services/oss)	Apr 2023
IT Fundamentals (ITF+), CompTIA (sawyer.services/itfplus)	July 2020

WORK EXPERIENCE

Cloud Support Engineer Tier 2 Tek Experts	Jun 2022 — Jan 2025 <i>Colorado Springs</i>
---	--

- Supporting Azure application deployments by utilizing the Azure App Services platform
- Debugging and resolving deployment and pipeline issues related to GitHub Actions and Azure DevOps
- Collaborating with customers to migrate and convert existing Rust, Python and C# applications to Azure serverless environments
- Analyzing logs and monitoring runtime issues in serverless and function environments, ensuring seamless performance for clients
- Proactively addressing customer challenges, resulting in consistent performance and earning a 5-star rating from each client every month over the past two years

Azure Support Engineer (User Management) Tek Experts	Sep 2021 — Jun 2022 <i>Colorado Springs</i>
--	--

- Streamlined Azure tenant migration processes for customers, ensuring a seamless transition to new environments
- Exceeded customer expectations by adhering to recommended account safety configurations
- Acquired deep expertise in the Azure platform to bridge gaps between multiple Azure products and better support customer needs
- Successfully enhanced a training program, leading to a 15% increase in department-wide CSAT scores compared to previous months

Geek Squad Agent Geek Squad / Best Buy	Jun 2022 — Aug 2022 <i>Colorado Springs</i>
--	--

- Identified hardware and software issues using diagnostic tools and troubleshooting techniques, ensuring accurate problem resolution
- Provided exceptional customer service by addressing inquiries, concerns, and technical questions with patience, professionalism, and clear communication
- Assisted clients in resolving issues promptly while maintaining high operational standards for Geeksquad's services
- Continuously updated knowledge on best practices to ensure efficient troubleshooting and problem-solving

SKILLS AND INTERESTS

- **Infrastructure:** AWS, Azure, Google Cloud, Digital Ocean
- **Interests:** Systems & Embedded programming, Cyber-security, and self-hosting