Rafael Moreno
Cloud Support Engineer
Contact Information
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Objective
Highly motivated and detail-oriented professional with two years of experience in IT seeking a Cloud Support Engineer position. Equipped with a strong foundation in cloud computing and eager to contribute to the success of a dynamic organization.

Education
- Bachelor's in Cloud Computing, Western Governors University

Certifications
- AWS Cloud Practitioner
- LPIC Linux Essentials
- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Linux Foundation Certified
- ITIL® v4 Foundation

Experience

IT Support Tech
CHSU, Clovis, California
Oct 2023 - Present
- Provide technical support and troubleshooting for IT systems, including hardware, software, and network issues.
- Assist with the installation, configuration, and maintenance of IT equipment and software.
- Collaborate with IT team members to ensure efficient operation of technology systems and infrastructure.

IT Refresh Tech
APR Consulting, Fresno, California
Oct 2022 - Oct 2023
- Executed hardware and software installations, upgrades, and migrations for clients, ensuring seamless IT system transitions.
- Conducted troubleshooting and provided technical support to resolve hardware and software issues.
- Documented and maintained accurate inventory records for hardware and software assets.

Projects
- Completed The Cloud Resume Challenge AWS
  Website: https://rafaelcloud.com