

# Aleff Morais Azure Cloud Engineer

📍 S.J. Rio Preto, São Paulo ✉ hire@am55.cloud in LinkedIn 🔄 am55-code 📁 Portfolio 📞 On Request

## 📁 PROFESSIONAL EXPERIENCE

### SoftwareONE ☑

#### Azure Support Consultant

2023 – present

- Engineer solutions for 100+ global clients, configuring and maintaining Azure workloads using Terraform, Bicep, and PowerShell scripts to drive automation when necessary.
- Guide efforts to troubleshoot and resolve complex technical issues within the platform, achieving 95% median customer satisfaction.
- Oversee changes and implementations, ensuring adherence to ITIL principles, and occasionally creating SOPs for Azure Management.
- Serve as the primary escalation point for colleagues, and assist with M365 and Azure platforms.
- Occasionally provide support for networking issues and DevOps tooling, all aimed at delivering exceptional customer experiences.

#### M365 Cloud Support Associate

2022 – 2023

- Deliver M365 expertise to a diverse clientele, and effectively resolve issues. Specialize in EntraID, Teams, and Exchange services.
- Cultivate valuable client relationships, translating into substantial new sales and project opportunities, kickstarting three new company projects
- Advocate for implementing the ITIL framework for Incident, Change, and Issue Management using the ServiceNow platform.
- Streamline processes and workflows, resulting in a 10% reduction in issue resolution time and elevated service quality.

### Tereos ☑

#### System Administrator for BSC

2020 – 2022

- Attain peak performance and safeguard critical IT assets by proficiently administering Windows Servers, Fortinet Firewall, and Cisco networking. Result: BSC becomes the best company site with 99.9% availability
- Focus on delivering elevated support to C-level executives, managing corporate devices, Windows systems, and Microsoft 365 environments.

#### IT Analyst

2018 – 2020

- Contribute significantly to the Enterprise Architecture team, and actively participate in critical projects. Simultaneously serve as an integral member of the Operations Team, showcasing a holistic understanding of technology's role in supporting strategic initiatives and day-to-day operations

### VIA, Field IT Analyst ☑

2015 – 2018

- Led IT asset management and disaster recovery processes for networking gear across 25+ client business units, enhancing the resilience of critical infrastructure and securing assets.

## 📄 CERTIFICATES

AWS Cloud Practioner ☑ • Cisco CyberOps Associate ☑ • Hashicorp Terraform Associate (003) ☑

Juniper JNCIA ☑ (Routing & Switching) • Microsoft AZ-104 ☑ (Administrator Associate) • Microsoft AZ-400 ☑ (DevOps Engineer Expert)

Microsoft AZ-500 ☑ • Microsoft AZ-700 ☑ (Network Engineer Associate) • Microsoft SC-300 ☑ • ITIL 4 Foundation ☑

## 📁 PROJECTS

### Azure Serverless CI/CD Website, am55.cloud ☑

2023 – 2023

I developed a cost-effective, personal landing page showcasing my profile and work experiences. Leveraging Azure Services and third-party tools. This project allowed me to apply my Azure knowledge in a real-world context, with the primary goal of minimizing costs.

**Technologies Utilized:** Azure Blob Storage, Cosmos DB, CDN, DNS, Pipelines, Functions, git, GitHub Actions, HTML, CSS, .NET, and JavaScript.

#### Key Implementation Details:

- I implemented a serverless static website hosted on Azure Blob Storage. This approach significantly reduced costs associated with server maintenance and scalability.
- Set up an integrated CI/CD pipeline using Azure Pipelines for both frontend and backend code. This streamlined deployments and enabled continuous updates.
- Leveraging .NET and Azure Functions, I automated serving a visitor count to/from Cosmos DB. This function runs locally, minimizing the need for additional server resources.

**Project Impact:** I gained an in-depth understanding and hands-on experience with Azure services and CI/CD pipelines through this project.

**Repository** ☑

## 🎓 EDUCATION & TRAINING

CCSK v4.1 Foundation, Cloud Security Alliance ☑

2022 – 2022

Cybersecurity & Routing and Switching, Cisco Network Academy ☑

2021 – 2021

Cisco Network Cybersecurity Brazil Program, 1.500 scholarships of 26.000 initial participants.

Bachelor`s Degree in Electronic Engineering, Universidade de Rio Preto - UNIRP

2012 – 2016

## 🌐 LANGUAGES

English • Portuguese

hire@am55.cloud

1 / 1