

# 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** • **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:

- 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 GitHub Actions for both frontend and backend code. This streamlined deployments and enabled continuous updates.
- Leveraging .NET and Azure Functions, I automated the process of serving a visitor count to/from Cosmos DB. This function runs locally, minimizing the need for additional server resources.

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

#### 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