Aleff Morais *Azure Cloud Engineer*

⚑ Brazilian ⚲ S.J. Rio Preto, São Paulo ✉ hire@am55.cloud in LinkedIn ⌨ am55-code ⚲ Portfolio ☎ On Request

💼 Professional Experience

SoftwareONE ⧉

Azure Support Consultant   Apr 2023 — present
- We have provided global clients with technical solutions, configuring and maintaining workloads in Azure using IaC methodologies like Terraform and Bicep/ARM. When needed, employed PowerShell for scripting to enhance automation and efficiency.
- Led efforts to troubleshoot and resolve complex technical issues within the platform supporting customers.
- Managed changes and implementations, ensuring adherence to best practices, and developed comprehensive project and service SOPs in Confluence.
- Primary escalation for colleagues, applying extensive M365 and Azure, DevOps Practices, and Networking knowledge to deliver exceptional customer experiences.

M365 Cloud Support Associate   Jul 2022 — Mar 2023
- Delivered M365 expertise to a diverse clientele, resolving issues. Specialized in EntraID, Teams, and Exchange services.
- Acted as a pivotal point of contact for clients, cultivating valuable relationships that translated into substantial new sales and project opportunities, kickstarting 3 new projects for the company.
- Championed the implementation of the ITIL framework for Incident, Change, and Issue Management using the ServiceNow platform. Helped in streamlined processes and workflows, resulting in a 10% reduction in issue resolution time and elevated service quality.

Tereos ⧉

System Administrator for BSC   2020 — Jun 2022 | S.J. Rio Preto, Brazil
- Overseeing the stability and security of BSC infrastructure through proficient administration of Windows Servers and services, Fortinet Firewall, and Cisco Switches. Ensuring peak performance and safeguarding critical IT assets.
- Specialized in delivering elevated support to C-level executives, managing corporate devices, Windows systems, and Microsoft 365 environments. Contributing to strategic decision-making processes through a deep understanding of technology's role in achieving value.

IT Analyst   2018 — 2020 | Olímpia, Brazil
- Played a pivotal role as an asset within the Enterprise Architecture team, actively contributing to critical projects. Simultaneously, served as an integral member of the Operations Team, showcasing a holistic understanding of technology's role in supporting both strategic initiatives and day-to-day operations.

VIA, *Field IT Analyst* ⧉   2015 — 2018 | S.J. Rio Preto, Brazil
- Spearheaded comprehensive IT asset management and disaster recovery processes across 25+ client business units. Demonstrated proficiency in ensuring the resilience of critical systems, safeguarding assets, and implementing effective recovery strategies.

⌼ 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
Developed a cost-effective, dynamic personal landing page leveraging Azure Services and 3rd party tools. The project was initiated to apply my Azure knowledge in a real-world context, with the primary goal of minimizing costs.
Technologies Utilized: *Azure Blob Storage, App Service, 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, reducing costs associated with server maintenance and scalability.
- Set up an integrated CI/CD pipeline with GitHub Actions for both frontend and backend code, enabling seamless deployments and continuous updates.
- Leveraged .NET and Azure Functions to automate and serve a visitor count to/from CosmosDB. This function runs locally, reducing the need for additional server resources.
Project Impact:
- Gained in-depth understanding and hands-on experience with Azure services and CI/CD pipelines. ***GitHub Repo*** ⧉

🎓 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,   2012 — 2016 | S. J. Rio Preto, Brazil
Universidade de Rio Preto - UNIRP
GPA 3.4

🌐 Languages

English • Portuguese