

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, Functions, Cosmos DB, App Service, CDN, DNS, 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

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1 / 1