# 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)** ⤢ , **Microsoft AZ-104** ⤢ *(Azure Administrator Associate)*,
**Microsoft AZ-400** ⤢ *(DevOps Engineer Expert)*, **Microsoft AZ-500** ⤢ *(Security Engineer Associate)*,
**Microsoft AZ-700** ⤢ *(Network Engineer Associate)*, **Juniper JNCIA** ⤢ *(Routing & Switching)*,
**Microsoft SC-300** ⤢ *(Identity & Access Administrator Associate)*, **ITIL 4 Foundation** ⤢ *(IT Service Management)*

## ⌁ 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.

## 🎓 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