

BRAITON MENDOZA

979-224-4213

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Highly motivated cloud engineer with a passion for information technology, aspiring to be a professional who can leverage their IT knowledge and unique skills in problem solving, time management and customer service excellence to provide customers with leading technology and professional solutions.

Education

Sam Houston State University BBA, MIS	Expected: May 2025
Blinn College Associates Degree in Associate of Arts	December 2023
Microsoft Software and Systems Academy Graduate	May 2020
Saint Martin's University Certification in Computer Science	May 2020
Central Texas College Associate degree in General Studies	Aug 2019

Certifications

Microsoft Technology Associate Certification: Networking fundamentals	2019
AZ-900: Microsoft Azure Fundamentals	2021
AZ-104: Microsoft Azure Administrator Certification	2022
AWS Certified Cloud Practitioner (CLF-C01)	2023
IT Specialist: Networking (Certiport)	2025
IT Specialist: Databases (Certiport)	2025

Professional Experience**3Cloud** | Remote

April 2024 – Present

Managed Services: Cloud Engineer

In this role, I was responsible for providing top-tier cloud engineering support, ensuring the optimal performance of cloud environments, and aligning IT solutions with business objectives. My expertise in Azure allowed me to implement robust cloud solutions and optimize cloud infrastructure for cost-efficiency and security.

- Led several clients as a leading technical engineer and leveraged my expertise to ensure that customer-related IT issues were worked on and remediated efficiently and expeditiously, resulting SLA performance satisfactory.
- Utilized Zendesk ticketing platform to track, update and remediate everyday IT problems within a customer's Azure environment.
- Worked with Logic Monitor tooling to monitor customer resource metrics and provide real time updates of their cloud resources resulting, in a rapid SLA response times, decrease in resource downtime and real time recommendations to improve resources health and standings.
- Leverage cloud expertise by providing Microsoft recommendations and guidance to assist with improving a client's Azure cloud environment, resulting in large increase to their overall secure score and a more secure Azure cloud environment.

AHEAD | Remote

August 2022 – April 2024

Cloud Operations Managed Services Engineer

Cloud managed services engineer at AHEAD who utilized tools and services within both Microsoft Azure and Amazon Web Services (AWS), as well as Service Now's Ticketing System. I performed many different tasks and procedures for customers and/ or clients and strived to find Solutions to their everyday business needs and obstacles.

- Utilized tools such as Service now's ticketing system, Dome9 and Cloudhealth to service customers, resulting in faster and accurate remediations.
- Managed customers in both AWS and Azure cloud platforms to be able to better assist a customer for a cloud IT related issue, leading to higher rates of effective problem solving and ticketing remediation.
- Performed FinOps assignments and cloud security posture management with Azure and AWS customers using Azure Advisor, Cloudhealth, Dome9, as well as personal findings, resulting in thousands of dollars in effective operational costs savings and secure cloud environments.
- Interact with customers during weekly and/or monthly cadence calls, to report any findings, ticketing work performed, and suggestions, to ensure that there is accurate customer feedback and updates needing to be reviewed.
- Participated within an afterhours, on-call rotation with various team members to maintain effective cloud team coverage, leading to 24/7 IT readiness in the event of any Cloud Platform outages or issues.

Cognizant/ (Acquired by Cognizant) 10th Magnitude | Remote

July 2020 – August 2022

Senior Cloud Migration Engineer

Senior cloud Migration Engineer within the Microsoft Business Group at Cognizant with experience with delivering Azure services and solutions in. He has experience working with Azure Site Recovery, Azure Migrate, Windows/Linux machines, and implements Azure services on on-premises environments to Azure.

- Performed Subscription consolidation and moved over 200+ resource groups and their resources, into new subscriptions while providing a smooth transition and little downtime.
- Created processes and utilized Azure solutions to meet changes in customer focus and needs.
- Assisted clients in transitioning Azure Classic resources into Azure resource manager template, resulting in 100% post-migration customer satisfaction.
- Employed Azure Site Recovery Services and Azure Migrate to deliver migration work to each client, which has led to migrating over 500+ on-premises servers into Azure.
- Utilized Azure Devops to organize and monitor client migration workload, which resulted in a better workload organization and quality control. Collaborate as part of larger delivery teams which may include project managers, business analysts, architects, developers, and change management professionals.

Microsoft Software and Systems Academy (MSSA) Lacey, Washington

Jan. 2020 – May 2020

Participant: Server and Cloud Administration

Studied in an intensive 16-week course specializing in Server and Cloud administration to develop the necessary skills in Microsoft Azure, Windows Server 2016 and PowerShell in a cloud environment to align with urgent industry needs for the Information Technology Field.

- Engaged in complex group projects that vastly improved upon developed skills in knowledge sharing and troubleshooting, resulting in completing projects in a professional and timely manner.
- Utilized Microsoft Azure services to deploy multiple Windows server 2016 virtual machines in a Cloud environment, allowing the ability for effective vm configuration.
- Managed virtual machines using Group Policy management and Active Directory Domain Services to administer control delegation for appropriate user access.
- Engaged in efforts to manage Active Directory roles and services with PowerShell scripting, resulting in effective reduction in deployment and configuration times.

United States Army, Joint-base Lewis McChord, Washington

Mar. 2017 – May 2020

Senior Team Member

Played a key role in ensuring overall organizational readiness to execute high impact strategic initiatives as well as providing peer leadership on maintaining military values and ethics.

- Kept 100% accountability on military equipment valued at over \$5M resulting in zero equipment loss.
- Helped direct, setup and manage military network components for over 500 employees for large training events resulting in 100% company network reliability.
- Led and mentored peers in understanding organizational standards and proper expectations, creating standardized future senior team members.
- Provided personal security for key management leaders with a 100% success rate.