Carlos A. Álvarez Ugalde.

Software Engineer

CONTACT INFO

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Alajuela, San Pedro de Poas

SKILLS

1- Solid foundation and background in Microsoft Azure products and technologies.

2- Strong troubleshooting skills in Network, Azure Infrastructure, Windows and Linux OS.

3- Excellent problem solving and troubleshooting skills, an ability to use various data collection tools and methodologies to analyze problems, determine root cause and develop solutions.

4 - Familiarity with one, or more, shell environments (BASH, sh, tcsh, ksh, etc.) Experience administering Linux (boot process, file systems, network device and protocol configuration).

5- Understanding of Virtualization concepts and virtual system administration - PaaS - SaaS - IaaS

LENGUAGES

- SPANISH 100%
- ENGLISH 80%
- PORTUGUESE Listening 50%

CERTIFICATIONS

AWS Cloud Quest: Cloud Practitioner - Issued Jul 2023

Azure Virtual Machines - Issued Jan 2020

Azure Administrator Associate (AZ-104) - Issued May 2022

WORK EXPERIENCE

Softensity, Inc.
Site Reliability Engineer
Aug 2022 - May 2023

Microsoft
Azure Support Engineer
Azure Virtual Machine Engineer
Jan 2020 - Jun 2022

Artech Consulting
Cloud Operation - P&G vendor.
Jan 2019 - Jan 2020

Tek Experts
Software Support Engineer
Azure Backup Support Engineer
Jun 2017 - Jan 2019

Site reliability engineer - Ernst & Young vendor

• Performed a key role in debugging existing Azure APIs to identify possible errors and provided a quicker resolution.
• Troubleshooted system erros and provided technical support for software related issues - .NET - Typescript - REST API.
• Contributed content to the company Azure DevOps Wiki.
• Collaborated closely with cross-functional teams to desing an efficient monitoring system, enabling real-time tracking of potential issues using Azure Monitor (Alerts, Metrics and Logs).
• Played a key roles in the team's efforts to identify and rectify potential misconfigured rules and issues at the Azure WAF level.
• Actively collaborated with the team to define and prioritize user stories, ensuring clear comunication -(Azure Boards - Stories).

Cloud Operations Technician - Procter and Gamble vendor.

• Mentoring and consulting responsibilities on technical and internal processes topics.
• Performed incident and request management tasks - Ensure a proper ticket resolution based on cloud resolution SLAs.
• Coordinated the review and validation of cloud provisioning requests with P&G architecture, security and network engineers as needed.
• Managed the provisioning of cloud resources like IaaS, PaaS Azure/AWS resources.
• Modified the configuration of existing cloud resources(cost center, capacity increases-decreases.
• Decommissioning cloud resources and any associated clean-up task.
• Responsible to provide customer guiadelines and educate about internal cloud processes.
• Raised and managed support incidents with cloud support service providers like Azure - AWS.

Azure Backup support engineer - Azure Virtual Machine engineer - Microsoft.

• Helped to solve technically complex, strategic, high-profile or long-running customer cases that may require interaction with Software Engineering
• Responsible for the customer support experience with Microsoft
• Troubleshooted and solved customer technical issues, using collaboration, troubleshooting best practices and transparency within and across teams (e.g. swarming)
• Identified cases that require escalation (either technically or strategically)
• Created and maintained incident management requests to product group or engineering group
• Demostrated a strong understading of Azure network architecture, offering valuable insights in the implementation of Azure network resources, including VNETs, NSGs etc.
• Provided ramp-up activities, knowledge sharing, technical coaching and mentoring
• Conducted technical collaboration and engagement outside of CSS (Product Engineering teams, Services, Support, Regions)
• Scripting - PowerShell - Azure cloud shell.
• I helped as a SME Azure resource Migration and Move.

EDUCATION

Universidad Nacional de CR
2012 - 2018

Bachelor's degree in computer Science

C++ - JAVA SE-EE - Network configuration - Assembly - Web applications - Mobile applications

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