

**DERRICK NGELEKA**

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**Professional Summary**

*I am a Cloud Engineer and System Administrator with over five years of IT operations experience, specializing in managing service like Azure Virtual Desktop, Virtual Machines, Storage Accounts, Entra ID and more. I am skilled in automation using Terraform, Bash, Ansible, Packer and PowerShell, and I have expertise in Microsoft 365 solutions such as Defender for Office 365 and Exchange Online. Additionally, I have experience with on-premises infrastructure management, including Windows Server administration, Active Directory, virtualization (VMware/Hyper-V), and network configuration. I am also pursuing a bachelor's in computer science at Arizona State University, focusing on advanced cloud technologies, software development, and system optimization.*

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**Professional Experience****PacificSource Health Plans**

Cloud Services Administrator

February 2023–Present

- Support development teams by building and managing Azure infrastructure, including Storage Accounts, Virtual Machines, Function Apps, App Registrations, and other Azure resources.
- Manage and monitor Azure environments, ensuring all deployed resources are optimized, secured, and aligned with organizational standards.
- Perform resource lifecycle management, identifying and removing unused or outdated assets to control costs and maintain efficiency.
- Configure and maintain Azure Backup and Recovery Services Vaults to protect virtual machines, workloads, and application data.
- Administer Microsoft 365 services, including group creation administration, user access control, including Defender for Office 365, Microsoft 365 Copilot, Intune, Exchange Online, and Microsoft Purview to enhance security and collaboration.
- Collaborate with developers and IT teams to automate deployments, troubleshoot environment issues, and implement best practices for scalability and reliability.
- Maintain compliance and operational integrity through regular audits, patching, and configuration management.
- Utilized Terraform to provision and manage infrastructure as code, enabling scalable, repeatable infrastructure setups.

**Stability Networks – Boise, ID**

System Administrator

January 2022–February 2023

- Deployed and managed Hyper-V servers, including provisioning and configuring virtual machines to meet organizational needs.
- Conducted regular backups, updates, and patching of servers to maintain security, stability, and compliance.
- Configured and deployed workstations, ensuring optimized performance and adherence to organizational standards.

- *Performed routine patch management for both servers and workstations, reducing vulnerabilities and enhancing system reliability.*
- *Administered and maintained Active Directory across Microsoft Windows Server environments (2008–2022), implementing access policies and ensuring consistent identity management.*
- *Configured and supported Azure Virtual Desktop, enabling secure and efficient remote access for end users.*
- *Diagnosed and resolved IP connectivity and network performance issues, minimizing downtime and improving network reliability.*
- *Provided ongoing technical support and troubleshooting for end users, enhancing overall IT efficiency and satisfaction.*

### **Computer Arts Inc. – Boise, ID**

*Network Support Specialist*

*January 2020–January 2022*

- *Managed over 20 Windows servers in a hybrid on-premises and cloud environment, implementing automation scripts for maintenance.*
- *Provisioned infrastructure and managed configurations using Terraform and Ansible.*
- *Deployed and administered Exchange servers and Active Directory environments to support organizational needs.*
- *Improved system resilience through automated backup solutions and device configuration management.*

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### **Education**

*Arizona State University – Tempe, Az*

*Bachelor of Science, Computer Science*

*Expected 2027*

*College of Western Idaho – Boise, ID*

*Associate of Applied Science, Network and System Administrator (GPA: 3.9)*

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### **Certifications**

- *MCSA: Windows Server 2016*
- *Microsoft 365 Certified*
- *Microsoft Technology Associate (MTA): Security Fundamentals, Windows Server, Operating Systems, and Database Fundamentals*

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### **Technical Skills**

- **Cloud Platforms:** *Azure (Azure Virtual Desktop, Entra ID, VMs, Storage Accounts, Conditional Access)*
- **Microsoft 365 Services:** *Defender for Office 365, Copilot, Intune, Exchange Online, Microsoft Purview*
- **IaC & Automation:** *Terraform, Ansible, PowerShell, Bicep, ARM Templates*
- **CI/CD:** *Azure DevOps, Git, GitKraken*
- **Containerization:** *Docker (moderate) Kubernetes (Learning)*

- **Configuration Management:** Ansible
- **Networking & System:** DNS, DHCP, Active Directory, VPN, TCP/IP
- **Virtualization:** VMware, Hyper-V

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## **References**

*Available upon request*