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[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

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## PROFESSIONAL SUMMARY

Technical Support Engineer with hands-on experience in Azure infrastructure, scripting automation, and system administration. Skilled in deploying and maintaining scalable cloud environments, automating tasks with Python and SQL, and managing containerized applications. Strong background in troubleshooting, documentation, and cross-team collaboration. Eager to contribute to infrastructure reliability and performance through cloud-native practices and automation.

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## SKILLS

**Cloud & Infrastructure:** Azure, VMware, DNS Management, Active Directory, CI/CD (GitHub Actions)

**DevOps & Tools:** Kubernetes, Docker, Infrastructure as Code, Git, Datadog, Bash  
**Scripting & Automation:** Python, SQL, AWS/Azure CLI

**Monitoring & Support:** Linux, Windows, macOS, Remote Diagnostics, Zendesk, Salesforce

**Soft Skills:** Documentation, Team Collaboration, Issue Resolution

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## PROFESSIONAL EXPERIENCE

**Delinea – Tier 2 Technical Support Engineer Remote / Oct 2023 – Sept 2024** - Provided advanced support for Azure-integrated access management systems - Diagnosed issues across infrastructure components including VMs, AD, and cloud networking - Collaborated with dev teams to troubleshoot and replicate infrastructure-related bugs - Authored internal runbooks for diagnosing Azure and Active Directory permission issues

**thunder::tech – SysOps Support Developer 2 Cleveland, OH / Mar 2023 – Oct 2023** - Automated internal reports and cleanup scripts using SQL and Python - Conducted audits of cloud resource usage and infrastructure configurations - Managed application deployments and patching across multiple CMS environments - Documented infrastructure architecture and performed platform migrations

**thunder::tech – SysOps Support Developer Cleveland, OH / Dec 2022 – Mar 2023** - Conducted QA and deployment validation for infrastructure and CMS changes - Performed DNS migrations and backend optimizations to improve uptime - Installed and configured virtualized and cloud-based environments

**Freelance & Earlier Developer Roles** 2016 – 2022 - Developed websites and apps using modern stacks: React, Node.js, Express, SQL - Used Git for version control and CI workflows - Integrated cloud-hosted services and APIs for custom applications - Built CMS templates and performed hosting migrations

**Discover Financial Services – Bank Fraud Analyst** *New Albany, OH* | Apr 2016 – Jun 2018 - Analyzed and resolved fraudulent activities with data-driven investigation techniques - Used internal tools to detect and flag high-risk behaviors

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## EDUCATION

**Case Western Reserve University** – Full Stack Web Development Bootcamp | Apr 2019  
**Lima Central Catholic High School** – High School Diploma | May 2011

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**CERTIFICATIONS** - Kentico 12 Portal Engine for Developers - Kentico Xperience Customization for Developers - Full Stack Web Development Coding Bootcamp

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## PROJECTS

- [SpaceX Launch](#) - A modern React app that uses Apollo Client and GraphQL to fetch and display real-time SpaceX launch data. Built for performance and developer experience, it showcases clean UI components, query caching, and seamless data fetching from the public SpaceX API.
  - [AWS Cost Dashboard](#) - AWS Cost Explorer dashboard with interactive Streamlit web UI and CLI. Features daily cost tracking, monthly comparisons, service breakdowns, CSV exports, and cost projections. Secure credential management via .env files.
  - [Lambda Image Resizer](#) - A lightweight, serverless image processing tool built with AWS Lambda and Sharp. It automatically resizes images uploaded to an S3 bucket and saves the optimized output to a destination bucket—scalable, efficient, and fully cloud-native.
  - See more on my [GitHub profile](#).
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**AWARDS** - Q2 Customer Service Award – thunder::tech

## PUBLICATIONS - “Movers & Shakers, Vol. 3 – thunder::tech Blog”

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