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

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## PROFESSIONAL SUMMARY

Cloud and Support Engineer with a strong foundation in infrastructure administration, CMS platforms (WordPress, Kentico), and automation. Experienced in system configuration, troubleshooting, and scalable cloud deployments in Azure. Adept at scripting (Python, SQL), DevOps practices, and managing application environments across Windows, Linux, and containerized platforms. Brings a blend of technical depth and customer-facing support, with a passion for improving reliability through documentation and automation.

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## SKILLS

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

**Web & CMS Platforms:** WordPress, Kentico, Sitefinity, IIS, Hosting Migrations

**DevOps & Tools:** Kubernetes, Docker, Infrastructure as Code, Git, Datadog, Bash

**Scripting & Automation:** Python, SQL, PowerShell, 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 II**

*Cleveland, OH | Mar 2023 – Oct 2023*

- Managed and maintained CMS environments (WordPress, Kentico, Sitefinity), including upgrades, patching, and performance optimizations
- Performed system administration duties across Windows and Linux virtualized servers, including backup configuration, service monitoring, and security updates

- Automated internal operations tasks with SQL and Python, including report generation, deployment pipelines, and data cleanups
- Conducted infrastructure audits and cloud resource assessments to identify cost and performance optimizations
- Led documentation of system architecture and assisted in cross-platform migrations

### **thunder::tech – SysOps Support Developer**

*Cleveland, OH | Dec 2022 – Mar 2023*

- Supported CMS-driven web applications and ensured seamless deployment and rollback operations
- Completed DNS migrations, SSL configuration, and backend enhancements to improve site reliability and uptime
- Installed and configured virtual machines and staging environments in both cloud (Azure, AWS) and on-prem infrastructure
- Collaborated with developers to perform QA and infrastructure testing on new releases

### **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](#): React app using Apollo Client and GraphQL for real-time launch data; clean UI, query caching, and seamless UX
  - [AWS Cost Dashboard](#): Streamlit app and CLI for AWS billing insights with secure credential handling
  - [Lambda Image Resizer](#): AWS Lambda + Sharp for automatic image resizing in S3 buckets
  - See more at [GitHub](#)
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## AWARDS

- Q2 Customer Service Award – thunder::tech
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## PUBLICATIONS

- “Movers & Shakers, Vol. 3 – thunder::tech Blog”  
[thunder::tech Blog](#)