

# Esteban Moreno

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## SUMMARY

I am a dedicated IT professional with expertise in AWS, Docker, Linux, automation, CI/CD, and Terraform, providing a solid foundation in cloud computing. My experience at Amazon involved addressing technical challenges, collaborating with cross-functional teams, and honing incident response skills. I am committed to continuous learning and innovation, ready to contribute to cloud initiatives with adaptability, effective communication, and innovation.

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## EXPERIENCE

### IT Support Engineer I

Amazon

March 2022 - Present, London, England, United Kingdom

- Incident Resolution Efficiency: Collaborated across teams, reducing incident resolution time by 25%, enhancing user satisfaction, and streamlining processes.
- Network Downtime Reduction: Proficiently managed network challenges, achieving a reduction in downtime and faster data transfers by successfully upgrading the wireless infrastructure across four offices in London.
- Robust Systems Maintenance: Maintained 99.8% infrastructure availability during critical production hours, ensuring uninterrupted services, and providing regular maintenance through MCMs.
- Project Leadership: Orchestrated successful regional technical projects, showcasing strong project management skills, including site-wide switch upgrades, 10Gbps circuit installations, and site shutdown between LHR16, LHR14, and LHR10.
- Operational Optimisation: Demonstrated expertise in standardizing policies, procedures, and processes, resulting in improved IT operations and enhanced system efficiency.

### Senior IT Support Engineer

chapmanbdsp

March 2018 - March 2022, London, England, United Kingdom

- Team Leadership: Successfully led and managed the international Helpdesk Team, ensuring efficient IT support for six sites in the UK and UAE.
- System Reliability and Remote Work Enablement: Achieved 99.9% network uptime, minimized data loss, and designed solutions for migrating the entire workforce to a remote IT environment, resulting in a 30% increase in remote work capabilities and productivity.
- Customer Satisfaction and Knowledge Sharing: Maintained a 95% customer satisfaction rating through strong user interactions and improved issue resolution time by 20% by documenting procedures and contributing to a comprehensive knowledge base.
- Security and Certification: Established performance standards, policies, and procedures that led to the company's attainment of Cyber Essentials Plus certification, ensuring a robust and secure IT environment.

### IT Support Engineer

Fluid Design Limited

August 2017 - March 2018, London, England, United Kingdom

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## PROJECTS

### #90DaysOfDevOps Challenge

<https://blog.estebanmoreno.link/series/90-days-of-devops> • June 2023 - September 2023

- 90DaysOfDevOps Challenge Completion: Successfully completed the 90DaysOfDevOps challenge, demonstrating commitment to continuous learning. Regularly shared insights through blog posts, reaching a monthly audience of 1,000+ DevOps enthusiasts.
- Proficiency in DevOps Tools: Gained expertise in AWS, Linux, Terraform, Docker, Jenkins, and more, resulting in enhanced technical skills. Contributed articles on DevOps best practices to a community blog, reaching a readership of 5,000+ professionals.
- Educational Growth: Demonstrated substantial growth in DevOps knowledge and skills. Achieved educational objectives, deepening understanding of DevOps methodologies and practical applications.

### DevOps Hands-On Project - Jenkins Declarative Pipeline

<https://blog.estebanmoreno.link/devops-hands-on-project-jenkins-declarative-pipeline> • August 2023 - August 2023

- Streamlined Jenkins CI/CD Pipeline: Engineered and optimized a robust Jenkins CI/CD pipeline, resulting in a 25% reduction in the time required to detect code changes, execute builds, and deploy applications. This efficient process ensured seamless user access to updated software.
- Proactively Managed Pipeline Operations: Supervised and upheld the Jenkins pipeline, implementing strategic notifications. This initiative resulted in a 30% decrease in the average resolution time for issues, guaranteeing prompt problem resolution within the pipeline and minimizing disruptions.
- Enhanced DevOps Efficiency: Employed Jenkins' automation capabilities and utilized GitHub's version control to boost software development efficiency. This transformative DevOps journey bolstered overall software development efficiency by 20%, optimizing development and deployment workflows.

### DevOps Hands-On Project - Deploying a Netflix Clone Web Application on a Kubernetes Cluster

<https://blog.estebanmoreno.link/devops-hands-on-project-deploying-a-netflix-clone-web-application-on-a-kubernetes-cluster> • August 2023 - August 2023

- Kubernetes Deployment Success: Successfully deployed a Netflix clone web application on a Kubernetes cluster, reducing deployment time by 30% compared to previous methods. Achieved 99.9% availability, ensuring a highly reliable application.
- Demonstrated expertise in Kubernetes for container orchestration, resulting in enhanced application scalability and a significant reduction in deployment-related incidents, in accordance with modern DevOps practices.
- AWS and Container Optimisation: Leveraged AWS, Docker, and Kubernetes to optimise cloud-based container management, resulting in a substantial reduction in operational costs, while simultaneously improving application performance, enhancing scalability, and ensuring high availability within DevOps workflows.

## Cloud Resume Challenge

<https://blog.estebanmoreno.link/series/cloud-resume-challenge> • February 2023 - May 2023

- Successfully implemented a Serverless architecture using AWS services (Lambda, DynamoDB, API Gateway, CloudFormation, S3) to create a personalised website as part of the Cloud Resume Challenge.
- Achieved an 80% reduction in deployment time by automating the process with Terraform and Python. Seamlessly integrated CI/CD principles through GitHub Actions, ensuring faster and more efficient development and deployment workflows.
- Demonstrated expertise in AWS, Terraform, Python, Git, CI/CD, HTML, and CSS throughout the project. This resulted in a significant increase in website traffic and user engagement, showcasing proficiency in cloud technologies and web development.

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## CERTIFICATIONS

### AWS Certified Solutions Architect Associate SAA-C03

Amazon Web Services • 2023

### HashiCorp Certified: Terraform Associate (003)

HashiCorp • 2023

### Linux Professional Institute Linux Essentials

Linux Professional Institute (LPI) • 2023

### Network Technician Career Path

Cisco • 2023

### Junior Cybersecurity Analyst Career Path

Cisco • 2023

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## COURSEWORK

### AWS Certified Solutions Architect - Associate (SAA-C03)

Adrian Cantrill - <https://learn.cantrill.io/> • 2023 • Amazon Web Services

- Applied AWS Solutions Architect Associate skills to design and implement highly available, secure, and cost-effective cloud solutions, enhancing infrastructure and optimising costs in real-world projects.

### LPI Linux Essentials (010-160)

Linkedin Learning - Jason Dion • 2023 • Linux

- Applied Linux proficiency to manage and optimize system infrastructure in diverse environments.

### Terraform Associate (003)

ExamPro - Andrew Brown • 2023 • Hashicorp Terraform

- Applied Terraform expertise to efficiently provision and manage infrastructure as code for scalable, automated deployments.

### Terraform Beginner Bootcamp 2023

ExamPro - Andrew Brown • 2023 • Hashicorp Terraform

- The "Terraform Beginner Bootcamp 2023" is a 2-week intensive program that offers a deep dive into Terraform fundamentals, with a focus on leveraging AWS services within a cloud-based project. This bootcamp prioritises hands-on experience, providing participants with practical learning opportunities.

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## EDUCATION

### Degree in Telecommunications Engineering

Miguel Hernández University (UMH) • Elche, Alicante, Spain • 2016

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## SKILLS

**Technical Skills:** AWS, Linux, Terraform, Docker, Kubernetes, Ansible, Python, Jenkins, Git, CI/CD, Networking, System Administration, Cloud Computing, Security, Distributed Computing, Application Stacks, Grafana, GitHub Actions, Shell Scripting

**Soft Skills:** Customer Support, Problem Solving, Communication, Mentorship, Teamwork