

Esteban Moreno

CONTACT

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OBJECTIVE

I am an IT professional with extensive experience in technical support and a passion for expanding my skills in the cloud engineering and DevOps fields. I have recently acquired a deep understanding of AWS, Docker, Linux, Python, automation, CI/CD, and Terraform, and I am eager to apply these new skills in a dynamic and challenging environment.

I am a strong communicator and team player, with a proven track record of delivering excellent customer service. I am highly adaptable and a quick learner, constantly seeking out new opportunities to enhance my skills and knowledge. I have a deep understanding of cloud infrastructure and a drive for innovation, always looking for ways to improve systems and processes.

With my technical background and newly acquired cloud and automation skills, I am confident in my ability to make a valuable contribution to any organization and drive successful implementation of cloud and DevOps initiatives.

WORK EXPERIENCE

Amazon

March 2022 — Present

IT Support Engineer

- Resolved complex technical issues related to AWS cloud infrastructure and applications, providing a high level of customer satisfaction and resolving incidents in a timely manner.
- Consulted with customers to understand their needs and recommended appropriate AWS solutions to meet their business requirements.
- Documented all customer interactions and support activities in accordance with company processes, providing a clear and comprehensive record of customer issues and resolutions.
- Collaborated with cross-functional teams, including product and engineering teams, to resolve recurring issues and drive process improvements in the support organization.
- Contributed to developing training materials, helping to educate customers on using AWS technologies and best practices.
- Participated in a 24x7 on-call rotation, providing critical incident response and resolution.

Skills Utilized: AWS, Technical Support, Problem Solving, Cross-Functional Collaboration, Training and Documentation.

chapmanbdsp

January 2019 — March 2022

Senior IT Support Engineer

- Managed the Helpdesk Team and provided 3rd line IT support to six international sites in UK and UAE
- Specified system requirements and designed solutions, successfully migrated the entire workforce to a remote IT environment (VPN, VoIP, Ivanti, etc)
- Maintained technical information and assisted in establishing performance standards, policies and procedures; certified in Cyber Essentials Plus
- Performed system backups, assisted with disaster recovery plans and testing, and monitored system performance to ensure network integrity and functionality
- Documented design, implementation and troubleshooting procedures, and demonstrated strong interpersonal skills in all user interactions

Skills: Active Directory, Office 365, Cisco Meraki, 8x8 VoIP, Fortinet VPN, Ivanti, Datto Backup, Sophos, Mimecast, etc.

chapmanbdsp
1st Line IT Support Engineer

March 2018 — January 2019

Fluid Design Limited
IT Support Engineer

August 2017 — February 2018

EDUCATION & CERTIFICATIONS

Degree in Telecommunications Engineering 2010 — 2016

Miguel Hernández University of Elche, Alicante, Spain (UMH)

- **University Final Project:** “Design, simulation and measurement of Voltage Controlled Oscillators on ISM Band”. **Keywords:** Electronics, Telecommunications System. **Mark:** 9.5/10.
- **Notable Modules** – Computer Networks and Internetworking, Analog & Digital Electronics, Engineering Electromagnetics, Programming Fundamentals, Mathematics.

AWS Certified Solutions Architect
Associate SAA-C03

In progress

Amazon Web Services

The AWS Solutions Architect Associate Exam is a certification exam that tests the candidate's knowledge and technical skills in designing, deploying, and operating scalable, highly available, and fault-tolerant systems on AWS. The exam focuses on fundamental AWS cloud architecture and the ability to design and deploy applications on AWS.

SKILLS

- **AWS:** Extensive experience with AWS services including EC2, S3, RDS, VPC, IAM, and Lambda, deploying scalable and fault-tolerant infrastructure.
- **Cloud Architecture:** Strong understanding of cloud architecture and best practices, capable of designing secure and efficient solutions.
- **Automation:** Skilled in scripting and automation using Python, Shell, and Terraform, with experience in CI/CD pipelines.
- **Monitoring and Logging:** Hands-on experience with AWS CloudWatch, CloudTrail, and ELK Stack for monitoring and analysis.
- **Networking:** Knowledge of cloud networking concepts such as VPCs, subnets, security groups, and NAT.
- **Linux:** Strong Linux administration and scripting skills, including managing and configuring systems, security, and network services.
- **Docker:** Experience deploying, managing, and scaling applications with Docker containers and Swarm.
- **Microservices:** Understanding of microservices architecture and experience building, deploying, and scaling applications.

REFERENCES

References are available upon request.