

# Esteban Moreno

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## Objective

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I am a dedicated IT professional with a strong passion for excelling in the dynamic field of cloud engineering and its associated roles. My expertise spans a diverse range of cutting-edge technologies, encompassing AWS, Docker, Linux, Python, automation, CI/CD, and Terraform. This comprehensive skill set serves as a robust foundation in the ever-evolving realm of cloud computing, empowering me to navigate intricate challenges and deliver impactful solutions.

During my tenure at Amazon, I acquired invaluable experience by actively addressing intricate technical challenges, customizing AWS solutions to align with specific business requirements, and meticulously documenting support activities. Collaborating seamlessly with cross-functional teams, I consistently refined my skills in critical incident response, ensuring prompt and effective resolutions to uphold peak operational performance.

My dedication to continuous learning has propelled me to cultivate a profound understanding of cloud infrastructure and the transformative potential of automation. With adaptability, effective communication, and an innate drive for innovation as my guiding principles, I am fully equipped to contribute meaningfully to the seamless implementation and optimization of cloud initiatives.

## Work experience

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Amazon

March 2022 — Present

IT Support Engineer

Key Achievements:

- **Reduced Network Downtime:** Proficiently managed and resolved network challenges, achieving a 20% reduction in network downtime and boosting data transfer speeds by 15%.
- **Robust Systems Management:** Maintained infrastructure availability at 99.8% during critical production hours, ensuring seamless service delivery and minimizing disruptions.
- **Rapid Incident Resolution:** Collaborated across teams, reducing average incident resolution time by 25%. This led to heightened user satisfaction and streamlined processes.
- **Efficient Project Leadership:** Successfully orchestrated regional technical projects, highlighting strong project management skills that ensured efficient execution.
- **Process Standardization:** Demonstrated expertise in maintaining, developing, and implementing crucial policies, procedures, and processes. This standardization optimized IT operations across the organization.
- **Enhanced Operational Efficiency:** Played a crucial role in identifying operational challenges and process inefficiencies, leading to effective resolutions and notable improvements in system efficiency.

**Skills:** Amazon Web Services (AWS) · Linux · Grafana · Cloud Computing · Networking · Virtualization · Shell Scripting · Technical Support

chapmanbdsp

January 2019 — March 2022

Senior IT Support Engineer

Key Achievements:

- **Managed Helpdesk Team:** Successfully led and managed the Helpdesk Team, overseeing IT support for six

international sites in the UK and UAE.

- **System Reliability:** Monitored system performance and performed regular system backups. Implemented disaster recovery plans and conducted testing, resulting in 99.9% network uptime and minimized data loss during critical incidents.
- **Remote IT Environment Migration:** Specified system requirements and designed solutions to migrate the entire workforce to a remote IT environment. Implemented VPN, VoIP, Ivanti, and other technologies, resulting in a 30% increase in remote work capabilities and productivity.
- **Customer Satisfaction:** Demonstrated strong interpersonal skills in user interactions, leading to a 95% customer satisfaction rating in user surveys.
- **Knowledge Sharing:** Documented design, implementation, and troubleshooting procedures, contributing to a comprehensive knowledge base. This improved average issue resolution time by 20%.
- **Cyber Essentials Plus Certification:** Maintained technical information and established performance standards, policies, and procedures, leading to the company's achievement of Cyber Essentials Plus certification for a robust and secure IT environment.

**Skills:**Virtualization · Shell Scripting · Active Directory · Sophos · Office 365 · Cisco Meraki · Windows Server

chapmanbdsp  
1st Line IT Support Engineer

March 2018 — January 2019

Fluid Design Limited  
IT Support Engineer

August 2017 — February 2018

## Education & Certifications

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Degree in Telecommunications  
Engineering  
Miguel Hernández University of Elche, Alicante, Spain (UMH)

2010 — 2016

AWS Certified Solutions Architect  
Associate SAA-C03  
Amazon Web Services

April 2023

## Skills

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- **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

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References are available upon request.