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.

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**

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.

CERTIFICATIONS

AWS Certified Solutions Architect Associate SAA-C03

Amazon Web Services · 2023

HashiCorp Certified: Terraform Associate (003)

HashiCorp · 2023

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 · 20232 · 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.

EDUCATION

Degree in Telecommunications Engineering

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

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