

KEVIN CUARTERO

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Accomplished IT professional with a strong interest in cloud-based solutions and a track record of driving business success through innovative technology. Left previous role to pursue a deeper understanding of cloud-based solutions and develop advanced technical skills in this area.

PROJECT

The Cloud Resume Challenge | A multiple-step resume project that builds and demonstrates fundamental cloud skills

Deployed a static website hosted on Google Cloud utilizing the technologies below:

- Google Cloud services (Cloud Run, Datastore, Cloud DNS, Cloud Storage, Cloud Load Balancing)
- Application security (IAM, CORS, API)
- Continuous integration and delivery (connecting GitHub Actions, Terraform and Google Cloud)
- Full-stack software development (HTML/CSS, Python and Javascript)

EXPERIENCE

Help Desk Supervisor, Accuristix

2018 – 2022

- Managed IT team of three technicians and mentored them in support of greater service levels and end-user satisfaction
- Coordinated the migration of over 430 Crystal Reports from Business Objects to SAP Crystal Reports 2016
- Migrated the Help Desk phone system from one-cloud based PBX system to another
- Automated the process of sending out Customer Satisfaction surveys
- Led a company-wide transition from the in-house Service Desk system to a new IT Service Management (ITSM) system

Application Support Analyst II, Accuristix

2018 – 2018

- Managed the configuration of the Transportation and Warehouse Management System (TMS/WMS) for over 125 clients and 9 facilities across Canada
- Supported the daily function and performance of the TMS/WMS through the front-end and back-end systems
- Created documentation and standard operating procedure documentation

IT Support Technician, Accuristix

2015 – 2018

- Provided on-site and remote support to 400+ end-users
- Administered users' accounts and distribution groups in Active Directory and Office 365
- Decreased the time to deploy desktops and laptops by 50% by implementing a new method of reimaging computers

EDUCATION

Seneca College, Diploma of Computer Networking and Technical Support

2014

CERTIFICATION

Red Hat Certified Systems Administrator

2019

LANGUAGES AND TECHNOLOGIES

- Languages: Python, JavaScript, HTML, CSS, YAML, SQL, Bash
- Tools: GCP, Terraform, Docker, Git, Cypress