

# KEVIN CUARTERO

[kevin.cuartero@gmail.com](mailto:kevin.cuartero@gmail.com) • (647) 465-4790 • [kcuartero.cloud](https://kcuartero.cloud) • [github.com/kcuartero](https://github.com/kcuartero) • Brampton, ON

Ambitious Cloud Engineer who proactively shifted career paths from a thriving Help Desk Supervisor role to focus on acquiring comprehensive knowledge of cloud technologies. Proficient in Google Cloud services, full-stack development, and IT support, I am dedicated to utilizing my diverse experience to construct and enhance scalable cloud solutions.

## PROJECT

---

### **The Cloud Resume Challenge | A multi-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)
  - Developed an API utilizing the “Google Cloud serverless stack” consisting of Cloud Run, API Gateway and Datastore
- 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, resulting in improved feedback collection and analysis.
- 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