KEVIN CUARTERO

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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)
  - Utilized Python Flask framework to build web application

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