

# Marcelo Azevedo

marcellorhcp@gmail.com

Rio de Janeiro - RJ - Brazil

<https://www.linkedin.com/in/marcelo-azevedo->

## PERSONAL STATEMENT

IT Professional with over 10 years of experience in IT infrastructure and operations management, specializing in strategic resource and contract optimization. With expertise in Microsoft 365, Intune, Azure, and AWS, I have worked on complex migration and carve-out projects, building resilient and scalable technological environments. My approach is driven by proactive problem-solving, compliance implementation, and collaboration promotion, applying ITIL and Agile methodologies to drive efficiency and business value.

## WORK EXPERIENCE

### **IT Operations Engineer**

[Terrana Energia](#)

January 2025 - Present (in Carve-out Process)

Worked on the strategic IT infrastructure carve-out project, building a 100% new and autonomous technological environment in 6 months.

Implemented the new Microsoft 365 tenant from scratch, including user accounts, Exchange Online, and Microsoft Intune for over 100 endpoints.

Managed the transfer of IT assets and coordinated daily alignments with cross-functional teams to ensure project deadlines were met.

### **IT Operations Engineer**

[World Kinect](#)

January 2017 - June 2025

Managed IT infrastructure and coordinated IT projects for 10 offices in Brazil, ensuring service continuity and efficiency.

Collaborated with global IT teams to ensure uninterrupted operations and reduce downtime for systems, networks, hardware, and software.

Participated in the implementation of the SD-WAN Aryaka network across all Brazilian offices, achieving 100% uptime with imperceptible failover.

Administered critical platforms such as Microsoft Azure, Intune, Entra ID, Microsoft 365, and Exchange, optimizing identity management and data security.

Optimized IT operational costs, resulting in a 20% reduction in annual costs through expense analysis and ROI maximization.

Utilized JSM (Jira), Confluence, and Slack for project and operations management, applying Agile methodologies to optimize workflows and productivity.

## **IT Support Engineer**

At [Harsco](#)

December 2014 - December 2016

Provided technical support to local/remote users and administered Windows and Linux environments, with expertise in networking (LAN/WAN, DNS) and hardware.

Managed users/groups in Active Directory, implemented GPOs, and administered Microsoft Exchange, ensuring environment security and integrity.

Supported the Oracle ERP system, ensuring its functionality and user satisfaction.

Applied ITIL frameworks to optimize call resolution and improve service metrics, ensuring IT compliance.

## **EDUCATION**

### **Bachelor of Computer Science**

[Unicarioca \(Centro Universitário Carioca\)](#)

June 2013- June 2020

### **Business Administration**

[CEFET-RJ](#)

June 2007- June 2009

## **CERTIFICATIONS**

### **AWS Certified Cloud Practitioner**

[Amazon Web Services \(AWS\)](#)

### **Scrum Foundation Professional**

[CertiProof](#)

## **COURSES**

### **Microsoft AZ-900**

[Alura](#)

Jan. 2025

### **Learn How To Code: Go Programming Language**

[Udemy - Todd McLeod | Ellen Korbess](#)

Fev - 2022 - Ago. 2022

## **IDIOMS**

**Portuguese** - native | **English** - advanced | **Spanish** - basic

## **OTHER PROJECTS**

### **Exercism - Algorithm Development and Programming Logic with Go**

[Exercism - Public Profile and solutions](#)

Solved over 40 programming challenges on the Exercism platform, applying programming logic and algorithmic reasoning to create efficient solutions.

### **Github - Personal Projects**

<https://github.com/marcellorhcp>

Personal repository used as a lab for continuous programming practice, logic development, and the application of version control with Git.