

Marcelo Azevedo

marcellorhcp@gmail.com

Rio de Janeiro - RJ - Brazil

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

PERSONAL STATEMENT

IT Operations Engineer with over 10 years of experience in infrastructure, technical support, and IT management. Specialist in Microsoft 365, Intune, and Azure, with hands-on experience in complex IT migration and carve-out projects. Skilled in problem-solving, compliance implementation, and fostering collaboration between teams. Proficient in ITIL and Agile methodologies, I aim to leverage my expertise in building resilient and scalable systems.

WORK EXPERIENCE

IT Operations Engineer

[Terrana Energia](#)

January 2017 - Present (in Carve-out Process)

In recent months, I have played a key role in the strategic project of separating (carve-out) the IT infrastructure of Terrana Energia, building a completely new and autonomous technological environment in a record timeframe of 6 months. I was actively involved in setting up a new Microsoft 365 tenant from scratch, including creating user accounts, mailboxes (Exchange Online), and implementing Microsoft Intune to manage over 100 endpoints.

I coordinated the transfer of IT assets and participated in daily alignment meetings with cross-functional teams to plan activities, report progress, and ensure deadlines were met.

IT Operations Engineer

[World Kinect](#)

January 2017 - Present

Responsible for managing the IT infrastructure and coordinating projects for 9 offices in Brazil (Terrana Combustíveis, Colt Aviation, and Kinect Energy), ensuring the continuity and efficiency of IT services.

Collaborated with global IT teams to resolve issues, perform maintenance, and repair systems, hardware, and software, ensuring uninterrupted operations and minimizing downtime.

Coordinated the implementation of Aryaka SD-WAN networks in all Brazilian offices, achieving nearly 100% uptime with seamless failover for end users.

Administered Microsoft Azure, Intune, Entra ID, Microsoft 365, and Exchange, enhancing identity and access management and data security.

Optimized IT operational costs by analyzing expenses and implementing practices to maximize the return on technology solutions, resulting in a 20% annual cost reduction.

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

IT Support Engineer

At [Harsco](#)

December 2014 - December 2016

Technical support for local and remote users and administration of Windows and Linux environments, with solid knowledge of networking (LAN/WAN, DNS) and hardware.

Responsible for managing users/groups in Active Directory, implementing GPOs, and administering Microsoft Exchange, ensuring the security and integrity of the environment.

Provided support for the Oracle ERP system, ensuring functionality and user satisfaction.

Applied frameworks such as ITIL to optimize ticket resolution, improve service metrics, and ensure IT compliance with security policies.

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 Korbes](#)

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.