

# Marcelo Azevedo

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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 operations management. Proficient in managing Windows environments, with hands-on expertise in tools like Intune, Azure, Google Workspace, and Atlassian Products. Adept at resolving complex technical issues, implementing compliance standards, and driving cross-functional collaboration to ensure reliable and secure IT operations. Passionate about leveraging technology to build resilient systems and deliver exceptional user experiences.

## WORK EXPERIENCE

### **IT Operations Engineer**

At [World Kinect](#)

January 2017 - Present

Managed IT infrastructure and coordinated projects for offices in Brazil, ensuring seamless service delivery and operational continuity.

Optimized IT operational costs by analyzing expenditures and implementing practices to maximize ROI of technology solutions.

Collaborated with global IT teams to troubleshoot, maintain, and repair systems, hardware, and software, ensuring uninterrupted operations.

Implemented SD-WAN with Aryaka networks across all Brazilian offices, improving connectivity and performance.

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

Provided technical support for Windows, macOS, iOS, and Oracle R12, resolving issues effectively and improving user experience.

Utilized JSM (Jira Service Management), Jira, Confluence, and Slack to streamline workflows, enhance team productivity, and effectively implement Agile methodologies in project management and daily operations.

### **IT Support Engineer**

At [Harsco](#)

December 2014 - December 2016

Provided technical support to users, both on-site and remotely, ensuring efficient resolution of IT incidents and requests.

Managed Active Directory (AD), including user/group administration, GPOs, and permissions.

Administered Exchange, handling mailbox setups and resolving email-related issues.

Ensured IT compliance by verifying adherence to security and update policies.

Supported Oracle ERP, troubleshooting issues and optimizing user experience.

Applied ITIL methodologies to streamline processes, improving team metrics and service delivery.

Gained hands-on experience with Windows/Linux OS, LAN/WAN networks, and hardware, enhancing analytical and problem-solving skills.

## 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

### **Go Essential Training**

[Linkedin Learning](#)

Oct. 2022

### **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 - Golang Track**

[Exercism - Public Profile and solutions](#)

Completed all learning exercises in Golang track

### **Github - Personal Projects**

<https://github.com/marcellorhcp>