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<https://learn.microsoft.com/en-us/users/santiagoalexisbetancuraguirre-3476/transcript/d844wh4g0wqr15m?tab=credentials-tab>

Work Experience

Microsoft 365 consultant (Junior)

January 2026 - Present

Inside view global, Vancouver

- Support configuration, baseline administration, and operational maintenance of Microsoft 365 workloads including SharePoint Online, Microsoft Teams, OneDrive for Business, and introductory Power Platform components (Power Automate, Power Apps).
- Troubleshoot common user and configuration issues (permissions, access, sync, Teams collaboration, workflow errors) and escalate advanced or platform-level incidents to senior consultants following established escalation paths.
- Work alongside senior consultants, developers, solution architects, and product owners to interpret business requirements, validate functional needs, and support successful delivery of Microsoft 365 and Modern Workplace solutions.
- Deliver basic training, onboarding assistance, and user enablement for Microsoft 365 tools.
- Produce and maintain documentation, how-to guides, and SOPs; gather user feedback to support continuous improvement and solution refinement.
- Assist senior team members with preparing product demos, drafting technical documentation, and contributing to preliminary effort estimates and solution scoping for Microsoft 365-related opportunities.

Pre sale & Engineer of Adoption Microsoft

March 2023 to February 2024

Controles Empresariales, Colombia

- Managed a portfolio of 60+ enterprise and SMB client tenants, driving cloud modernization, security uplift, and productivity enhancements across Microsoft 365

and Azure. Coordinated delivery with cross-functional IT, engineering, and sales teams for projects exceeding \$1M+ in total contract value.

- Provided Tier 2/Tier 3 technical support for Microsoft 365 and Azure, including user lifecycle management (AAD provisioning, deprovisioning, automated workflows), identity and access configuration (Entra ID roles, group-based access assignments, conditional access baselines), license governance, and tenant-wide configuration.
 - Administered Microsoft licensing across CSP, MPSA, VLSC, and Azure EA/MCA portals, ensuring accurate provisioning, SKU optimization, compliance with Microsoft licensing terms, and cost-efficient subscription utilization.
 - Collaborated with solution architects, sales specialists, and cloud engineers to design and deliver Microsoft cloud-based solutions—including Microsoft 365 E5 security, Defender suite integrations, Azure AD P1/P2 identity features, and collaboration workloads—enhancing operational efficiency and security posture for Corporate and Enterprise customers.
 - Delivered technical enablement and training sessions for enterprise clients, covering Microsoft 365/Office 365 security fundamentals, collaboration tooling (Teams, SharePoint, OneDrive), conditional access strategies, identity protection, data loss prevention (DLP), and best practices aligned with Microsoft Secure Score.
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Education

Diploma Information Technology

Canadian College – Vancouver, BC | Apr 2025 – Present

Diploma Business & Hospitality Foundations

SELC Business – Vancouver, BC | Mar 2024 – Sep 2024

Certificate in Advance C1 English

SELC Language College – Vancouver, BC | Mar 2024

Bachelor's in Modern Languages

ECCI University – Colombia | Feb 2019 – Mar 2023

Associate degree Finance Assistant

Cedenorte – Colombia | Feb 2021 – Dec 2023

Associate degree Business Management

Cedenorte – Colombia | Feb 2020 – Dec 2023

Associate degree Bilingual Administrative Assistant

Marco Fidel Suárez – Colombia | Jan 2016 – Nov 2018

Skills

Field	Technical skills
Microsoft Cloud & Modern Workplace	<ul style="list-style-type: none">- Microsoft 365 Administration (SharePoint Online, Teams, OneDrive, Exchange Online)- Entra ID (Azure AD) identity management, conditional access basics- Microsoft 365 Security & Compliance fundamentals- Microsoft Defender suite fundamentals (Defender for Cloud Apps, Endpoint, Identity)- Tenant configuration, permission governance, guest access controls
Power Platform & Automation	<ul style="list-style-type: none">- Power Automate (basic workflows, approvals, automation troubleshooting)- Power Apps (canvas apps modification and maintenance)- Power Platform troubleshooting (connectors, permissions, flow failures)- Documentation of automation processes and SOPs- User enablement for Power Platform adoption
Azure & Cloud Administration	<ul style="list-style-type: none">- Azure Portal administration basics- Azure licensing, subscription governance (EA, CSP, MCA)- Azure AD P1/P2 capabilities (identity, MFA, SSO, access policies)- Basic Azure resource navigation & monitoring- Cloud modernization and migration support
Productivity, Collaboration & Adoption	<ul style="list-style-type: none">- Microsoft 365 adoption, onboarding & user training- Training delivery for Teams, SharePoint, OneDrive- Documentation: how-to guides, SOPs, KB articles- End-user support for collaboration tools and modern workplace solutions- Communication with stakeholders, feedback collection

Soft skills

Volunteers/Projects

Project:	Features
Project: Vancouver Microsoft 365 Summit – Lobby & Technical Coordination	
Project Description: A regional Microsoft-focused technology summit hosting 150+ professionals, industry speakers, and sponsors. I was engaged to support technical session readiness, coordinate event logistics, and ensure smooth execution of all Microsoft 365-related presentations, workshops, and demo environments	<ul style="list-style-type: none">- Ensured all technical speakers were prepared by coordinating room setup, audiovisual configuration, timing, and session requirements.- Oversaw room allocation, technical equipment preparation, and real-time support for technical tracks and breakout sessions.- Coordinated communication with sponsors, including booth assignment, scheduling, and distribution of promotional assets.- Led and coordinated a volunteer team responsible for attendee support, wayfinding, logistics, and issue escalation.- Managed communication and scheduling for 150+ technology professionals (speakers, sponsors, staff), ensuring efficient event flow and operational continuity.
Project: Vankono & Hubernyx Application Quality Assurance	Features
Project Description: Quality assurance initiative focused on validating the functionality, usability, and performance of the Vankono and Hubernyx applications across web and web-app environments. The objective was to ensure a stable, user-friendly release by identifying defects, validating workflows, and supporting development teams with actionable technical insights.	<ul style="list-style-type: none">- Executed structured test cases and exploratory scenarios to validate UI behavior, user flows, and functional requirements across multiple environments.- Logged bugs, UI inconsistencies, and performance anomalies; documented reproduction steps, impact assessment, and validation notes.- Worked directly with development and UI/UX teams to provide technical feedback, clarify expected behaviors, and align on improvement strategies.- Recommended enhancements related to functionality, UI consistency, performance, and user experience.- Produced technical walkthroughs and instructional videos to support onboarding, feature understanding, and user adoption.

Certifications

Microsoft Certified: Azure Fundamentals

Issued September 2025 by microsoft

Microsoft Certified: Security, Compliance, and Identity Fundamentals SC-900

Issued September 2025 by microsoft

Microsoft Certified: Azure AI Fundamentals AI-900

Issued may 2024 by microsoft

Professional Fundamentals of Generative AI

Issued April 2024 by Microsoft and LinkedIn

Business Analysis & Process Management

Issued April 2024 by coursera

Generative AI fundamentals

Issued may 2024 by Databricks

MICROSOFT 365 SERVICES MANAGEMENT AND PRODUCTIVITY TOOLS FOR ORGANIZATIONS

Issued December 2023 by Sena

Artificial Intelligence for Business

Issued April 2024 by LinkedIn
