

# Santiago Alexis Betancur Aguirre

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<https://learn.microsoft.com/en-us/users/santiagoalexisbetancuraguirre-3476/transcript/d844wh4g0wqrl5m?tab=credentials-tab>

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## 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

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## Skills

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

<b>Soft skills</b>

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## Volunteers/Projects

### **Project:** **Vancouver Microsoft 365 Summit – Lobby & Technical Coordination**

### **Features**

#### **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

- 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.

- 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.
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# 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**

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