Ngu Brice Che

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Summary

Diligent and hardworking Cloud Engineer with over 4 years of experience with Azure Cloud Platform and other cloud computing services. Expertise in deploying cloud infrastructure, as well as developing cloud-based applications, testing, evaluating, solving issues, performing inspections, and ensuring the continuous integration process of cloud resources. I am a team player and have
excellent communication skills.

Experience

Workforce Management Analyst
WTW
Aug 2022 - Present (4 months +)
• Providing recommendations for improved performance within the Workforce Management team and for supported workgroups.
• Responsible for generating quarterly workforce projections based on upcoming production needs.
• Created monthly reports for a management team that compared workforce costs to actual revenue production.
• Involved in several workforce allocation research projects designed at assisting in budgeting for planned corporate growth.

Cloud Engineer
RapidScale
Mar 2021 - Aug 2022 (1 year 6 months)
• Azure load balancing Solutions, including Layer 7 application gateway
and layer 4 load balancer.
• Managing Virtual Networks and subnets.
• Creating and managing Network Security Groups for Virtual machines
and Virtual Networks for security purposes. • Configuration and troubleshooting of VPN connections
such as Site to site, Point to Site (Including point-to-site connections using ADD
authentication), Vnet-to-Vnet and Vet Peering.
• Creation and administration of Route tables to manage traffic within
Azure environments.
• Integration of Web applications with Virtual networks to ensure
communication with Vets and On-Premise side.
• Mentor for new colleagues to ensure quality deliver and case handling.

IT Support Specialist
Comm-Works (Acquired by New Era Technology 2022)
Sep 2016 - Feb 2021 (4 years 6 months)

• Installed, managed, and maintained all IT-related systems, including hardware, software, database, networks, and video conferencing.
• Provided first-level technical support to end users on proprietary software and applications, including installation, basic usage, and appropriate service level to warranty.
• Performed troubleshooting techniques over the phone or via web messenger to identify and resolve issues.
• Established patterns for reoccurring issues and provided input to development teams

Customer Service Representative/Data Entry
Bio-Techne
Jun 2012 - Aug 2016 (4 years 3 months)
• Discussed account details with customers and recommended products and services to them based on listening to their needs and interests.
• Solved problems with billing, service, or product quality issues customers called about by making referrals to the appropriate supervisor, investigating billing details, or scheduling service appointments.
• Achieved high call quality scores each week, based on each customer's level of satisfaction after they received a resolution.

Education

Paul's Computer Institute
Course Completion in CCNA Routing and Switching, Computer Systems Networking and Telecommunications
Oct 2016 - Jan 2017

St. RIta's Technical and Commercial School
GED, Computer Science
Aug 2011 - Jun 2012

Skills

Workforce Management • SQL • Salesforce.com • Microsoft Excel • Virtual Private Network (VPN) • Azure Resource Manager • Load Balancing • Service-Level Agreements (SLA) • Cloud Management • Data Migration