




JASON BROWN

 Complete Street Address, City, State ZIP Code
 111.111.1111  infotechresume@email.com  <https://www.linkedin.com/in/infotechresume>

CLOUD SUPPORT ENGINEER

*Cloud Computing | Quality Assurance and Analysis | Caseload Management | IT Standards Compliance
Strategic Planning and Analysis | New Systems Deployment | Rapid Conflict Resolution | Team Building and Training*

QUALIFICATIONS PROFILE

Analytical and performance-focused professional, offering hands-on experience in cloud support engineering, Azure networking, technical support and troubleshooting, as well as network architecture and design. Expert at developing, testing, deploying, and managing applications toward optimum performance, availability, and speed. Skilled at identifying and implementing large-scale technology solutions to optimize productivity, improve efficiency, and achieve organizational goals and objectives. Known for excellent communication and interpersonal skills in providing outstanding service; responding to clients' needs, concerns, and inquiries; as well as conveying technical concepts into easily understood language to customers and end users.

TECHNICAL ACUMEN

<i>Network Troubleshooting</i>	CCNet PsPing/PsTools NetMon WireShark TraceRoute TraceTCP Ipconfig Nslookup NetStat PuTTY PowerShell Fid Cisco Systems Products
<i>Azure</i>	IaaS and PaaS Load Balancers NSG VPN Connections VNET Peering ExpressRoute Circuits Virtual Machines
<i>Network Protocols</i>	BGP OSPF SSH RDP ICMP ARP TCP UDP FTP
<i>Operating Systems</i>	Windows Server ESXi Windows iOS Mac OS Android

PROFESSIONAL EXPERIENCE

COMPANY NAME, CITY, STATE

CLOUD SUPPORT ENGINEER

Sep 2019–Present

- Provide help to all external enterprise customers in deploying Azure and Google Cloud Platform (GCP)
- Efficiently handle all cases from customers in a managed service provider (MSP) environment
- Resolve several customer-facing issues, from case opening to closure, as well as offer them best practice solutions for new deployments
- Render assistance to clients concerning cloud architecture


COMPANY NAME, CITY, STATE

SENIOR NETWORK SUPPORT ENGINEER

Feb 2016–Sep 2019

- Aided all external and internal customers for Microsoft Azure, focusing on networking for platform as a service (PaaS), infrastructure as a service (IaaS), and product deployment
- Expertly troubleshoot issues on VPN tunnels and devices, ExpressRoute connections, VM availability, general performance and connectivity, on-premise device configuration, as well as load balancers
- Oversaw all caseload, from development to closure
- Coordinated with other teams and technical advisors in the Azure environment, performing escalation and collaboration as needed during case resolution
- Ensured compliance with the Microsoft policies, procedures, and best practices
- Helped in escalating cases, facilitating internal training for Azure networking, and overseeing case count for engineers within the team

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TECHNICAL ADMINISTRATIVE SUPPORT AGENT

Jan 2015–Feb 2016

- Rendered help regarding products and issues through email and phone with several network monitoring and troubleshooting tools to external customers
- Managed various cases, from development to closure
- Performed direct escalation of issues to the Senior Engineering Team as needed

COMPANY NAME, CITY, STATE

IT HELP DESK TECHNICIAN

Nov 2014–Jan 2015

- Utilized Cisco Connect in helping internal customers in connecting to and troubleshooting VPN tunnels
- Used Windows Service 2012 in setting up and troubleshooting email accounts
- Handled configuration of end user devices as well as developed and set up end users with Active Directory
- Created escalation tickets for other teams and handled own case queue, from build to closure

COMPANY NAME, CITY, STATE

NETWORK OPERATIONS TECHNICIAN TIER 2

Apr 2013–Nov 2014

- Performed extensive monitoring of enterprise networks through proprietary and industry standard tools
- Offered exceptional technical support to all field engineers and installation technicians, as well as assistance to the Technical Service Department in dealing with unresolved issues through front-end operations
- Administered simple mail transfer protocol (SMTP) mail servers, dynamic host configuration protocol (DHCP) servers, and video on-demand servers
- Led configuration of enterprise Cisco switches and routers for new deployments and basic troubleshooting
- Carried out extensive usage of proprietary ticketing and tracking systems in managing caseload
- Took charge of escalating issues to the Senior Engineering Team as needed

HELP DESK/TECHNICAL SUPPORT REPRESENTATIVE

Aug 2012–Apr 2013

- Delivered a variety of technical support to customers in a call center environment through phone and email
- Ensured customer satisfaction by diligently helping clients and providing the following technical services:
 - Installation and configuration of email accounts on customers' personal devices; and
 - Repair and troubleshooting of internet, network, and cable connectivity issues, as well as video equipment
- Documented and relayed work orders to field technicians to ensure resolution of diverse technical problems

EDUCATION

Bachelor of Science in Information Technology – Computer Security and Networking: 2011

Infotech Resume University, Hawthorne, CA

PROFESSIONAL DEVELOPMENT

Exam 410: Installing and Configuring Windows Server 2012 (Microsoft)

Exam 411: Administering Windows Server 2012 (Microsoft)

Exam 412: Configuring Advanced Windows Server 2012 Services (Microsoft)

Exam 413: Designing and Implementing a Server Infrastructure (Microsoft)

Exam 414: Implementing an Advanced Server Infrastructure (Microsoft)

ACTIVITIES

Volunteer, ABC Organization