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| **Professional Summary** |
| I am a seasoned support engineer/developer with my primary focus being on cloud infrastructure and cloud web hosting via App Services within Azure. In my time working within Azure, I have been able to acquire a mastery for developing cloud resource deployment(s) using tools such as ARM template, Azure CLI/PowerShell, Bicep, Azure REST API and have experience debugging the use of abstraction tools such as Terraform or Pulumi for deploying Azure resources via IaC (Infrastructure as Code) Also, I have significant experience in utilizing services such as Azure Policy for enforcing resource compliance standards within an environment and RBAC for tightly defining permissions levels for Azure users.Within Azure App Services, I am skilled in diagnosing configuration with applications hosted within Azure such as integrating Azure App Service resources with Azure Key Vault or Storage along with experience with diagnosing performance issues. This experience, coupled with my experience as a front-end developer and recent experience working within application development using the .NET framework and Azure SDK gives me significant confidence for resolving problems occurring within application(s).Finally, I am a highly flexible engineer capable of learning and eventually mastering any technology that I need to work with. I am also a dedicated team member willing to do anything needed to accomplish the goal set in front of me. |

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| **Skills Summary** |
| **Operating Systems:** | Windows 7, Windows 8.1, Windows 10 and Mac OS X |
| **Technologies:** | HTML, CSS3, JavaScript, jQuery, C #, SASS, MySQL, PHP, C# and ASP.NET MVC, Transact-SQL, PowerShell, CLI, Azure Development, Kusto Query Language, ARM (IaC), Azure Blueprint, Azure Policy, App Services, REST API |
| **Data Management:** | MySQL, phpMyAdmin, T-SQL & Azure SQL |
| **Tools & Utilities:** | Internet Information Server (IIS), Visual Studio, .NET Framework, Adobe Photoshop, Illustrator, GIMP, Firefox, Internet Explorer, Safari, Google Chrome, Fiddler, Debug Diag, Performance Monitor, SQL Server 2012 and SQL Server Reporting Services, MS SQL Management Studio |

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| **Technical Experience** |
| **Microsoft** | **Azure App Service Chat Support Engineer** | **Nov 2020-Present** |
| * Assist customers with diagnosing configuration or performance issues facing their app service resources within a chat environment to provide immediate engagement.
* Assist with troubleshooting App Service deployment failures using available tooling.
* Ability to think critically at a fast pace with information provided and available tools to isolate causes of issues and provide possible solution(s).
* Solutions delivered will usually involve getting an understanding of the intended objective to determine best possible solution for that objective.
	+ Will also look to provide the following as part of a solution:
		- Related Microsoft/Azure service documentation.
		- If involves a code design recommendation, provide possible samples to demonstrate implementation.
		- Advise of any considerations that may exist with any given solutions to help avoid future pitfalls.
* Act as primary point of contact if needing to work with other teams to resolve issue or if issue is due to possible platform level problem such as a service outage.
	+ In these scenarios, will work to provide timely updates on the ongoing status and involve any/all resources to help mitigate the issue.
* Work with other support teams within Azure on issues related to Azure App Services.
* If a flaw is identified within available public Azure tooling, will work with organization to help get issue filed with product team for possible correction, depending upon product team approval
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| **Microsoft (Kforce, Inc.)** | **Azure Dev Support Engineer** | **Oct 2019-Nov 2020** |
| * Assist customers with troubleshooting development solutions related to Azure:
	+ [ARM]
		- Templates for deploying/re-deploying Azure resources.
		- Resolving template deployment error(s) or template optimization.
		- Work with other teams to resolve ARM template related issues from samples supplied to customers.
		- Provide guidance to customers on how to properly deploy resources through ARM templates according to customer requirements.
		- Provide documentation to customers as supplemental guidance related to ARM templates.
		- Assist fellow team members on any specific issue(s) related to ARM templates or ARM operations.
		- If troubleshooting failed operations, I will look to isolate out if the failure originates from a resource provider or with ARM.
		- If failures occur because of responses from a given resource provider, engage all necessary team engineer(s) to assist in continuing investigation.
	+ [Azure Policy]
		- Assist in authoring sample policies to assist customers in enforcing resource compliance.
		- Resolve policy related issues resulting in failed operations executed from custom policy(s).
		- Review policy compliance issues and for custom policies/initiatives, assist in resolving compliance issues according to customer objectives (if possible).
		- Provide guidance on how to create policies to accomplish specific outcomes, if possible.
		- Provide documentation to customers as supplemental guidance related to Azure Policy.
		- Troubleshoot failed operations related to operations executed within a policy definition.
		- Assist customers in reviewing/troubleshooting building/deployment of initiatives (Azure Policy resources that bundle policies together).
* Assist customers issues related to Azure Lighthouse involving delegated subscriptions
* Assist customers with issues related to Azure Blueprint.
* Review/troubleshoot errors encountered related to deployments in Azure.
* Review ARM layer logs, if needed, using specific tools such as Kusto to determine causes for operation failure(s) or failed deployments.
* Assist in troubleshooting issues related to other Azure services: APIM/Batch.
* Work with TA/SME(s) to further issue investigations as needed.
* File ICM’s with team’s product group if investigation determines that problem needs resolution from product group
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| **SRS Distribution Inc.** | **Application Support Engineer** | **April 2018-Oct 2019** |
| * Provide front line support for company internal CRM application.
* Fulfill support requests such as:
	+ Develop custom solutions such as reports, back-end triggers or workflows or user dashboards using JavaScript, HTML, jQuery and CSS.
	+ Automate manual processes by creating back-end triggers via JavaScript that fire on specific application events such as record create, update or delete.
	+ New user setups in application.
	+ User data updates.
	+ Disabling users from application access.
	+ Building custom views.
	+ Assist with testing newly added modules/features in CRM application.
	+ Troubleshooting user permissions issues.
	+ Perform initial end-user support for reported issues such as performance problems.
	+ If unable to resolve issue(s) independently, compile notes on issues and forward to 3rd party product support.
	+ Explore/plan possible change request(s) to be submitted to user.
* Develop both end-user/internal documentation on application workflows.
* Assist with end-user training as needed
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| **Arcadium Technologies, LLC** | **Selligent CRM Support Engineer** | **Sept 2017-April 2018** |
| * Provided official support for Arcadium support to company clients for Selligent CRM application(s).
* Use of scoping and problem isolation. Fulfill support requests such as: -New CRM application installations.
	+ CRM application customization.
	+ Add custom scripting to CRM application.
	+ Design/implement custom forms.
	+ Address unexpected behavior from custom scripting in client CRM applications.
* Assist in adding/removing users from CRM application for clients.
* Perform requested adjustments from clients relating to user report generation using SSRS (SQL Server Reporting Services).
* Use Microsoft SQL Management Studio/Transact-SQL to update or generate fields on PDF forms per client requirements.
* Debug issues relating to 3rd party web service integration with CRM application.
* Track issues worked on to document for company usage in knowledge base
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| **Microsoft (Convergys Corporation)** | **Internet Explorer SDK Support Engineer** | **Oct 2015-July 2017** |
| * Provided official support for Microsoft Premier customers such as Wells Fargo, American Express, etc. Responsible for in-depth debugging of enterprise web applications on large and varied codebases.
* Troubleshooting bugs, performance issues, memory leaks, hangs, crashes, issues and compatibility.
* Use of scoping and problem isolation. Responsible for fine-grain labor tracking
* Deep debugging support for JavaScript, VBScript, WinInet, WinHTTP, ActiveX, CSS3, .NET Framework. Debugging of HTML5 including web workers, websockets, canvas, sandboxing, indexedDB, history API, SVG and geolocation.
* Use of advanced debugging tools such as Fiddler, WinDBG, DebugDiag, WPR/WPA (Windows Performance Recorder/Windows Performance Analyzer), Perfmon (Performance Monitor) and Message Analyzer.
* Develop/provide small scale samples to demonstrate proposed solutions using HTML, CSS, JavaScript or C# such as sample web browser controls.
* Developed on personal projects incorporating technologies such as ASP.NET MVC, ASP.NET MVC Core and C# in between case work
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| **Viverae, Inc (SimplyWell LLC)** | **CRM Web Developer** | **June 2015-Oct 2015** |
| * Build solutions utilizing out of box features to address business needs such as creating entities, creating new/utilizing existing forms and injecting web content.
* Assist with developing/implementing plugins with C# to overcome out of box product limitations.
* Assist in drafting potential expansions to business operations using MS Dynamics.
* Troubleshoot and resolve issues with MS Dynamics.
* Develop web resources to add additional functionality/automate various tasks.
* Participate in various department meetings to address business ops department concerns and review department performance
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| **Dealertrack, Inc.** | **Production Developer** | **Nov 2014-May 2015** |
| * Troubleshoot and resolve website maintenance tasks.
* Execute production tasks related to new account set-ups and upgrading existing account. HTML, XML and CSS-based site customizations & overrides.
* Velocity and Javascript programming for site customizations & overrides.
* Graphics work.
* Content adaptation (reformatting HTML & CSS to work in new contexts).
* Perform quality assurance on my own tasks along with others to ensure work is performed per specifications and meets both functional and aesthetic standards
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| **Education** |
| **Richland Community College** | Computer Science | Dallas, TX | May 2014 |
| **Embry-Riddle Aeronautical University** | Aerospace Engineering | Daytona Beach, Florida | Aug 2008-Feb 2009 |

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| **References** |
| Rick Burns | Support Engineering Manager | riburn@microsoft.com |
| Gary Ranne | Support Engineering Manager | garyra@microsoft.com |
| Kariamu Kamau | Software Engineer | kariamuk@gmail.com |