CLOUD SUPPORT ENGINEER RESUME

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Career Goal:

Seeking a position of Cloud Support Engineer in an IT environment where I can use my excellent cloud computing abilities in developing and managing virtual environments and be beneficial for my company

Technical Skills:

Substantial technical acumen of custom applications such as:

- Open and Cloud Stack
- Eucalyptus

Adept in cloud support tools for providing effective engineering services:

- MTR
- Routing protocols
- Network monitoring
- SSH

Conceptual knowledge of storage devices:

- NAS
- SAN
- RAID

High performing qualities with virtualization technologies:

- VMware
- Xen
- Hypervisor
- KVM

General technical abilities for:

- Network engineering and administration
- Virus prevention packages
- Tracking event logs

Profound knowledge of networking devices such as:

- LAN and WAN technologies
- MS Active Directory
- Sonicwall

Cognitively expert in cloud support services and technologies:

- Citrix XenApp
- MS Terminal Server
- DFS file replication

Technical abilities to:

- Server administration such as UNIX and LINUX
- Understand and implement storage systems and servers
- Apply LINUX fundamentals including resource management and system calls

Relevant Experience:

Cloud Support Engineer
Eucalyptus Systems, Inc.
January 2012 – Present
Fairbanks, AK

- Provided technical assistance for enterprise solutions and cloud services.
- Participated in migration of cloud clients within data centers.
- Installed and configured Worldox mobile and web solutions.
- Managed and supported software integration projects in Worldox.

- Maintained email accounts, VPN user details and change requests.
- Analyzed and resolved issues relating to PeopleSoft applications.
- Created and updated user IDs and security group tasks.
- Tested printer setups and supported custom applications.

Cloud Support Engineer
Virtustream Inc.
November 2010 – January 2012
Atlanta, GA

- Developed and maintained Android and Apple phones.
- Prepared and updated technical tutorials and articles.
- Participated in administration of client accounts with cloud services.
- Provided technical assistance for all cloud operations.
- Trained technical team members for cloud products such as VMware and AWS.
- Analyzed and resolved problems relating to cloud and virtualization products.
- Documented detailed technical designs for cloud deployments.
- Supported hosting sites and evaluated new cloud based technologies.

Educational Background:

Bachelor's Degree in Information Technology
Aiken Technical College
August 2006 – May 2010
Aiken, SC

Professional Certification:

IBM Certified Solution Architect – Cloud Computing InfrastructureJuly 2010

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