Angelo John Capuz

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PROFESSIONAL SUMMARY
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Infrastructure and Cloud Engineer with 3 years of experience in managing large-scale Windows Server, Azure, AWS, and vCenter environments. Proven expertise in maintaining 99.9% uptime, resolving complex infrastructure issues, and automating operations using PowerShell, Python, and Bash. Skilled in implementing security hardening, patch management, and disaster recovery strategies to enhance system reliability and data protection. Experienced in IaC deployments with Terraform and GitHub, hybrid cloud monitoring, and cross-team collaboration to deliver scalable, high-availability cloud solutions.

SKILLS AND EXPERTISE
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Technical skills

Server & Infrastructure Management: *Windows Server, Linux, Azure, AWS, GCP*
Cloud Platforms: *Microsoft Azure, Amazon Web Services, Google Cloud Platform (IaaS, PaaS, VM, Networking), Hybrid Cloud Environments*
Scripting & Automation: *PowerShell, Bash, Python*
Infrastructure as Code (IaC): *Terraform, ARM Templates*
Monitoring & Performance Tools: *Azure Monitor, Network Watcher, Logs Analytics, Logic Monitor (LGM)*
ITSM & Ticketing: *ServiceNow (Incident, Change, and Request Management)*
DevOps & CI/CD: *Pipeline Integration, Deployment Automation, GitHub*
Tools & Platforms: *Azure, AWS, GCP, Visual Studio, Terraform Cloud*
System Configuration & Provisioning: *Server Setup, OS Hardening, Patch Management, Backup & Recovery Solutions*
Documentation & Collaboration: *Process Documentation, Configuration Tracking, Cross-Functional Coordination*

Soft skills

Communication, Problem-Solving, Team Collaboration, Attention to Detail, Critical Thinking, Adaptability, Initiative, Time Management, Analytical Thinking, Technical Documentation

PROFESSIONAL EXPERIENCE
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Application/Cloud Support - Accenture – Boni, Mandaluyong   May 2024 – to present

- Administered hundreds Windows Server, Azure, AWS and vCenter instances, maintaining 99.9% uptime across enterprise infrastructure.
- Resolved complex network and server issues, decreasing resolution time by 20% through targeted diagnostics and streamlined remediation.
- Applied regular patches and updates to operating systems and business-critical applications, enhancing stability and security posture.
- Executed regular system health checks and performance assessments, identifying and resolving potential issues early to maintain 99.9% infrastructure uptime.
- Strengthened infrastructure security by enforcing access controls, system hardening, and real-time monitoring, reducing incidents by 40%.
- Contributed to a large-scale server migration to a new data center, completing the transition with zero downtime.
- Automated infrastructure workflows using Python, PowerShell, and Bash, improving deployment speed and reducing manual workload.
- Built and tested disaster recovery plans to ensure 99.99% uptime and reliable data restoration across critical systems.
- Monitored hybrid infrastructure environments to preempt performance issues using both native and third-party monitoring solutions.
- Collaborated with cross-functional teams to perform business-critical tasks, including migrating workloads from on-premises data centers to cloud-based environments.
- Collaborated with engineering teams to align cloud architecture with application needs and streamline deployment pipelines.
- Documented infrastructure processes and configurations, increasing operational clarity and reducing onboarding time for new team members.
- Managed and fulfilled ServiceNow ticketing requests, ensuring timely resolution of incidents, service requests, and changes in accordance with SLAs.
- Set up, configured, and provisioned new Windows servers based on project or client specifications.
- Performed cluster switching between primary and secondary servers to maintain high availability and prevent data loss, ensuring seamless service continuity during planned maintenance and unexpected outages.
- Performed initial system configurations, including networking, firewall settings, storage allocations, and software installations to support operational readiness.
- Supported JP1 job automation, including system start/stop scheduling, job transfers across development, QA, and production environments,

annual calendar setup, job queue registration, and application installation (JP1/Base).
- Executed system restore operations to recover business-critical applications and minimize downtime during incidents.
- Provisioned new infrastructure resources through Infrastructure as Code (IaC) practices using GitHub and Terraform, streamlining deployment and improving environment consistency.
- Configured and maintained cloud network components such as VPCs, disaster recovery setups, private subnets, and transit subnets to ensure secure and efficient connectivity.
- Maintained and optimized GitHub repositories and CI/CD pipelines through AWS CodePipeline and Terraform Cloud, ensuring version control consistency, streamlined repository workflows, and timely resolution of deployment issues.
- Manage, configure, and maintain AWS Security Groups across multiple environments to control inbound and outbound traffic for EC2 instances, ensuring compliance with organizational security standards, optimizing rulesets, and reducing misconfigurations by 20% to enhance overall cloud network security.
- Administered and maintained IAM roles and custom policies to ensure adherence to business compliance requirements and security best practices.
- Accommodated incoming server application requests from ServiceNow by designing and deploying new infrastructure resources tailored to client requirements and system configurations.

IT/Cloud Support Associate- Accenture – Boni, Mandaluyong   October 2022 – May 2024
- Provided technical assistance to over 500 users, maintaining a 96% satisfaction rating through timely and effective issue resolution.
- Troubleshot and resolved hardware, software, and network issues, cutting average resolution time by 25%.
- Handled escalated support cases, reducing time to resolution by 30% and improving client experience.
- Documented issue resolutions and system interactions, improving knowledge sharing and reducing repeat incidents.
- Trained and mentored new IT associates, accelerating onboarding and increasing team efficiency by 25%.

TRAININGS AND CERTIFICATION
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Microsoft Azure Administrator Associate AZ – 104 | Certificate   October 2025
Azure Fundamental AZ – 900 | Certificate   November 2024
Microsoft Azure Fundamentals: Azure Container Solutions | Certificate   April 2024
Cloud Computing Fundamentals: Cloud Virtualization & Data Centers| Certificate   March 2024
Microsoft Azure Fundamentals Azure App Service | Certificate   March 2024
Site Reliability: Tools and Automation | Certificate   January 2023
Backup and Recovery: Enterprise Backup Strategies | Certificate   January 2023
Backup & Recovery: Business continuity & Disaster Recovery | Certificate   January 2023
Site Reliability: Engineering | Certificate   January 2023

EDUCATION
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Don Mariano Marcos Memorial State University | Agoo, La Union   August 2018 – June 2022
Bachelor of Science in Computer Science