

GILBERT DE LEON

Azure Tech Support Engineer SE

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SUMMARY

Azure Tech Support Engineer at Microsoft since June 2024, bringing 12+ years of professional experience across **cloud** and datacenter environments. Advises clients on hybrid **Azure** networking with **Kubernetes** and **Docker**, and helps Fortune 500 banks and healthcare organizations identify network **performance** issues. Earlier work at Telefonica and Valid covered private-**cloud** and AWS integration, plus containerized eSIM services, alongside hands-on **Azure AI** and LLM skills.

EXPERIENCE

Microsoft Jun 2022 - Present

Azure Tech Support Engineer SE Remote / Redmond, WA

Azure Networking Support Engineer Jun 2022 - Jun 2024

- Advised clients on scalable hybrid **Azure** networking solutions using **Kubernetes** and **Docker**, recommending ARM templates or Terraform to match their deployment needs.
- Managed Fortune 500 companies from multiple backgrounds in areas like Banks and healthcare to proactively identify **Cloud** network **performance** and intermittence **Azure** and Hybrid environments Networking issues.
- Developed a custom **AI** agent to automate customer follow-ups and case documentation, integrating an application with MCP servers, knowledge bases and internal tools.
- Developed **Python** and PowerShell automation scripts to accelerate diagnostics and case resolution workflows.

Valid Nov 2020 - Jun 2022

Solutions Support Engineer Bogota, Colombia (Remote)

Technical Engineer Nov 2020 - Sep 2021

- Worked with **Docker** and **Kubernetes** to containerize eSIM authentication services for scalable deployment.
- Deployed and troubleshooted new AWS services using EC2, RDS, SQS and SNS, resolving service degradation, **performance** and connectivity issues between AWS and on-premises **datacenters**.
- Built Selenium and **Python** automated tests for customer service GUIs, database authentication and ES2+ connectivity, validating operation after **security** updates and supporting GSMA SAS-SM compliance.

Telefonica Nov 2019 - Nov 2020

Network Administrator Specialist (Contractor) Bogota, Colombia

- Assisted with private-**cloud** deployment configuration and application/database integration between **datacenters** and AWS/**Azure** public clouds.
- Configured Checkpoint firewalls and F5 load balancers for **security** and traffic management in the new datacenter.

Cisco Jan 2014 - Feb 2016

Cisco TAC Support Engineer (Contractor) Barranquilla, Colombia

- Improved Cisco TAC backlog resolution time by 30% through skill-based assignment of escalated tickets, queue-shift changes and **collaboration** with cross-functional teams.

TECHNICAL SKILLS

AI & Machine Learning: Azure AI Services • AI Agent Development • LLMs on Azure & bare metal • MCP Servers • Jupyter Notebooks • Model Distillation • LoRA/QLoRA Fine-tuning • Unsloth • Hugging Face Transformers/PEFT/TRL • GGUF/Ollama Model Export

Cloud Platforms: Azure Network Security Groups (NSGs) • Azure Kubernetes Service (AKS) • Azure • Cloud Computing • Hybrid Cloud • Azure Peering Service • Azure Load Balancer • Azure DNS • Azure Private Link • Azure VPN

Containerization & Orchestration: Docker • Kubernetes • Docker Compose • Docker CLI • Docker Container Administration • Helm • Container Management • Container Orchestration

Networking: Data Center Migration • Data Center Networking • Layer 2 Security • Hybrid Datacenter Connectivity • BGP • OSPF • EIGRP • DNS • Routing • VPN

Infrastructure as Code: Security Automation • Azure DevOps • Azure Resource Manager (ARM) Templates • Azure CLI • Terraform • Ansible • CloudFormation • Automation • Configuration Management • Infrastructure as Code

CERTIFICATIONS

Azure AI Engineer Associate, Microsoft (Apr 2025)

Azure Administrator Associate (AZ-104), Microsoft (Mar 2024)

Azure Networking - Load Balancers Specialist, QA North America (Oct 2023)

Azure Networking - Peering Service Specialist, QA North America (Oct 2022)

EDUCATION

Bachelor of Engineering, Electronics and Telecommunications Engineering

2013

Autonoma del Caribe University, Colombia