

IZAN ARNAIZ GALLEGO

Cloud & Platform Support Engineer

Eligible for Skilled Worker Visa (New Entrant route)

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Open to Relocation to the UK Immediately

PROFESSIONAL SUMMARY

Cloud & Platform Support Engineer with 2 years of experience supporting enterprise production environments across incident management, cloud operations, CI/CD support, and SLA-driven operations.

Experienced in troubleshooting production issues, supporting Jenkins pipelines, monitoring with Grafana and OpenSearch, and collaborating with engineering teams across AWS and Azure environments.

AWS Certified Cloud Practitioner and PTE Academic UKVI certified (Overall Score 70), eligible for the UK Skilled Worker Visa under the New Entrant route.

TECHNICAL SKILLS

- Ticketing & Collaboration: Jira, ServiceNow, Confluence.
- Cloud Platforms & Operations: AWS (Console, Monitoring), Azure.
- Operational Support: Maintenance of cloud-hosted production environments, incident triage, SLA-driven workflows.
- Systems Administration: Linux (Terminal/GUI), Windows, Access Control (User provisioning), Citrix.
- Integration Awareness: Familiarity with CI/CD environments (Jenkins, Artifactory) from an operational support perspective.
- Observability: Experience using monitoring tools (Grafana, OpenSearch) for incident detection and service stability.

Linkedin: <https://www.linkedin.com/in/izan-arnaiz-gallego/>

WORK EXPERIENCE

Platform & Cloud Support Engineer | Devoteam - Adidas Project | May 2024 – Present

- Incident Management: Optimized Jira/ServiceNow workflows, maintaining >98% SLA adherence and reducing resolution times via proactive troubleshooting.
- Operations & Monitoring: Ensured high availability of AWS/Azure production environments using Grafana/OpenSearch for proactive disruption detection.
- Deployment Support: Executed CI/CD (Jenkins) deployment cycles, ensuring process compliance and escalating errors to engineering with detailed log context.
- Cross-functional Support: Acted as a bridge between operational monitoring and engineering to resolve complex issues and maintain stable data flows.

EDUCATION

Higher National Diploma (HND) in Computer Network Systems Management (ASIR/ASIX equivalent).

- Focus: Operating Systems (Windows and Linux), Network Administration.

CERTIFICATIONS

- PTE Academic UKVI (English): **Overall Score 70. Meets UK Visa English Requirement.** Report Code: 470651VLNA.
- AWS Certified Cloud Practitioner (Credential available upon request): Validation: **ec8fd1635a054e6380feef03381e3f28**