

# Jhon Arzu-Gil

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## SUMMARY

Analytical multi-cloud consultant with hands-on experience in technical support and cloud deployments across platforms like AWS, Azure, and Google Cloud. Over 5 years of experience in troubleshooting, incident management, and application development, complemented by a Bachelor of Science in Cloud Computing and Networking. Proven ability to enhance site performance and user satisfaction through effective communication and root cause resolution. Equipped to drive operational success at innovative companies, ensuring optimal cloud solutions and client engagement.

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## WORK EXPERIENCE

10/2025 – Present	<b>Multi-Cloud Consultant / Technical Support</b> <b>Cloud Technology Computing Corporation</b>	Houston, United States
	<ul style="list-style-type: none"><li>• Delivered technical support and troubleshooting for websites, cloud-hosted applications, and small business systems.</li><li>• Triageed client issues, gathered diagnostic details, identified root causes, and resolved or escalated technical problems in a timely manner.</li><li>• Facilitated cloud deployments and hosted environments across AWS, Azure, IBM Cloud, and Google Cloud based on client needs.</li><li>• Engineered and maintained secure PHP/MySQL backends, forms, and application workflows with a focus on uptime, performance, and usability.</li><li>• Communicated directly with clients to articulate issues clearly, set expectations, and provide status updates throughout the resolution process.</li><li>• Enhanced site performance, analytics, and SEO for client environments while supporting day-to-day operational needs.</li><li>• Coordinated with vendors, hosting providers, and external services to address platform or infrastructure issues requiring third-party support.</li></ul>	
01/2021 – 10/2025	<b>Application Developer Programming Specialist</b> <b>IBM</b>	Baton Rouge, United States
	<ul style="list-style-type: none"><li>• Supported enterprise applications by troubleshooting defects, validating reports, documenting findings, and facilitating issue resolution.</li><li>• Collaborated in ticket-driven Agile environments using JIRA to manage priorities, track work, and communicate updates to stakeholders.</li><li>• Conducted testing support, validation, root cause analysis, and documentation for enterprise reporting and business systems.</li><li>• Partnered with cross-functional teams to deliver secure, scalable solutions and ensure production readiness.</li><li>• Assisted with onboarding, knowledge transfer, and user support for project teams and client environments.</li><li>• Contributed to Fortune 500 and consulting client engagements, including Norfolk Southern and Boston Consulting Group.</li></ul>	
03/2020 – 01/2021	<b>Application Developer Apprentice</b> <b>IBM</b>	Baton Rouge, United States
	<ul style="list-style-type: none"><li>• Completed a U.S. Department of Labor-registered apprenticeship with 2,000+ hours of hands-on training and 51 ACE credits.</li><li>• Cultivated foundational skills in software support, cloud computing, DevOps practices, databases, UNIX, web technologies, and troubleshooting.</li><li>• Acquired experience with continuous delivery concepts, documentation, problem-solving, collaboration, and customer-focused communication.</li></ul>	

- Gained practical exposure to operating systems, networking fundamentals, Python, SQL, HTML, CSS, JavaScript, and cloud applications.

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## EDUCATION

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| 03/2023 – Present | <b>Western Governors University</b><br><b>Bachelor of Science, Cloud Computing And Networking</b>  | Online, USA      |
|                   | <ul style="list-style-type: none"> <li>• I am currently pursuing a Bachelor of Science in Cloud Computing at Western Governors University, where I have built a strong foundation in cloud infrastructure, networking, security, and modern IT systems. My coursework has included IT foundations, cloud foundations, networks, and network security, helping me strengthen both technical knowledge and practical problem-solving. The program's competency-based model has allowed me to balance full-time professional work with continuous academic progress while reinforcing skills that supported certifications such as CompTIAA+, Network+, and AWS Certified Cloud Practitioner</li> </ul> |                  |
| 07/2018 – 08/2018 | <b>42 Silicon Valley</b><br><b>Bootcamp, Computer Science</b>  | California, USA  |
|                   | <ul style="list-style-type: none"> <li>• The Piscine at 42 Silicon Valley was an intense, project-based coding immersion that sharpened my technical and problem-solving skills in a highly demanding environment. Through hands-on work in C, shell scripting, algorithms, and debugging, I learned how to think independently, adapt quickly, and collaborate through peer-based learning. The experience strengthened my resilience, discipline, and engineering mindset, and it continues to influence how I approach software development and technical challenges today.</li> </ul>  |                  |
| 03/2020 – 01/2021 | <b>IBM</b><br><b>Apprenticeship , Application Developer</b>  | Baton Rouge, USA |
|                   | <ul style="list-style-type: none"> <li>• The IBM Application Developer Apprenticeship gave me a powerful foundation in enterprise software development through more than 2,000 hours of hands-on experience and a 51-credit ACE recommendation. The program covered software engineering, Python, databases, UNIX, web design, cloud applications, and DevOps practices, while also strengthening my communication, collaboration, and problem-solving skills. It played a major role in preparing me for real-world delivery in Agile environments and helped launch my career into a full-time IBM development role.</li> </ul>  |                  |

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## SKILLS

<b>Technical Support</b> <b>Troubleshooting</b> <b>Network Fundamentals</b> <b>Routers/Switches/Wireless Fundamentals</b> <b>Documentation &amp; SOP Adherence</b> <b>AWS</b> <b>IBM Cloud</b> <b>Windows</b> <b>macOS</b> <b>DNS</b> <b>VPN</b> <b>wireless networking</b> <b>JIRA</b>	<b>Incident &amp; Ticket Management</b> <b>Cloud Support</b> <b>VPN &amp; Remote Access Concepts</b> <b>Operating Systems Support</b> <b>ITSM / JIRA</b> <b>Azure</b> <b>Google Cloud</b> <b>Linux</b> <b>TCP/IP</b> <b>DHCP</b> <b>routing/switching fundamentals</b> <b>network troubleshooting</b> <b>Git</b>
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CI/CD concepts	documentation systems
Python	JavaScript
PHP	SQL
Java	HTML
CSS	Data validation
reporting support	application testing
technical documentation	Customer Service
Escalation Management	Agile Collaboration
customer communication	

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LANGUAGES

English (Native)

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Spanish (Advanced)

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CERTIFICATES

AWS Certified Solutions Architect – Associate Amazon	08/2025
AWS Certified Cloud Practitioner Amazon	06/2024
CompTIA A+ CompTIA	06/2023
CompTIA Network+ CompTIA	04/2024
Microsoft Certified: Azure Fundamentals Microsoft	09/2022
IBM Cloud Advocate Essentials IBM	08/2025
Building Cloud-Native and Multicloud Applications IBM	11/2024
IBM Application Developer Apprenticeship IBM	01/2021
Linux Essentials Linux Professional Institute	08/2024
Journey to Cloud: Orchestrating your Solution IBM	11/2024
IBM AI Associate Data Scientist IBM	10/2022
IBM Machine Learning Specialist - Associate IBM	10/2022