

EVELIO MORALES JR.

Houston, TX | evmorales101@gmail.com | github.com/EvelioMorales | Bilingual: English/Spanish

PROFESSIONAL SUMMARY

Bilingual IT professional focused on technical support, cloud engineering, and cybersecurity. CompTIA A+ certified with hands-on projects across Azure, AWS, GitHub Actions, Terraform, IAM, EC2, S3, static web hosting, and secure cloud architecture. Strengths include customer-focused troubleshooting, clear documentation, and practical problem solving across hardware, software, networking, and account access issues.

CORE SKILLS

- IT Support: user support, troubleshooting, documentation, escalation, customer service
- Systems: Windows, Linux, macOS, mobile devices, hardware/software diagnostics
- Networking: TCP/IP, DNS, DHCP, VPN, Wi-Fi, LAN/WAN fundamentals
- Cloud: Azure Static Web Apps, AWS EC2, S3, IAM, Route 53, CloudFront, VPC
- DevOps/IaC: Git, GitHub, GitHub Actions, Terraform, CI/CD fundamentals
- Security: least privilege, IAM policies, SIEM concepts, incident response fundamentals

CLOUD AND CYBERSECURITY PROJECTS

- Azure Static Portfolio Website with GitHub CI/CD: Deployed a static portfolio site using Azure Static Web Apps, GitHub Actions, HTML/CSS, and automated CI/CD workflows.
- AWS IAM Security and EC2 Environment Segmentation: Built an AWS security lab using IAM users, groups, policies, EC2 instances, and environment segmentation to demonstrate least privilege access.
- Azure Remote Development Environment: Provisioned a remote development environment with Terraform, Docker, and VS Code SSH for secure cloud-based development.
- Static Website Hosting on Amazon S3: Hosted a static website using Amazon S3 and documented the deployment workflow and architecture.
- AWS Image Label Generator: Created an image-labeling project using Amazon Rekognition and S3 to identify objects in uploaded images.
- Terraform AWS Multi-AZ VPC Proof of Concept: Provisioned a multi-AZ AWS VPC with Terraform to demonstrate infrastructure as code, networking, routing, and scalable architecture.

CERTIFICATIONS AND TRAINING

CompTIA A+ | Microsoft Azure Fundamentals (AZ-900) | Google Cybersecurity Certificate | SOC Analyst Training | Terraform Hands-On Training

PROFESSIONAL EXPERIENCE

Contact Center Representative / Scheduler - Integrated Resources | Houston, TX | Jan 2025 - Aug 2025

- Supported inbound/outbound calls, scheduling, benefits-related questions, and accurate documentation in a healthcare support environment.
- Handled sensitive information with attention to privacy, quality standards, clear communication, and customer service.

Customer Service Representative - Stericycle | Houston, TX | Jan 2020 - Dec 2020

- Managed inbound customer calls, coordinated dispatch requests, and documented service needs accurately in time-sensitive situations.

Customer Service / Computer and Cell Phone Repair - A&O Repairs | Houston, TX | Jan 2017 - Nov 2019

- Troubleshoot and repaired computers, mobile devices, operating systems, and hardware/software issues for customers.
- Performed diagnostics, upgrades, OS installations, data transfer support, and basic device configuration.

Appointment Setter / Tint Installer - The Sound Drz | Houston, TX | Jan 2021 - Jan 2023

- Scheduled appointments, responded to customer inquiries, provided quotes, and completed hands-on installation work requiring accuracy and attention to detail.

EDUCATION

High School Diploma - San Jacinto College Central Campus