

GERARD OSTEBOVIK

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AZURE CLOUD INFRASTRUCTURE · DEVOPS

· IAC

PROFILE

Cloud infrastructure professional with **10 years at Microsoft** supporting enterprise Azure environments for S500 customers — and a deliberate pivot into designing, deploying, and maintaining that infrastructure directly. Completed **15 hands-on Azure projects** across networking, compute, IaC, and security, documented at **ostebovik.net** — production-pattern deployments built from scratch using Azure CLI, Bicep, and GitHub Actions. Deep understanding of how enterprise Azure breaks, how it should be built, and the gap between the two. **AZ-104 Microsoft Certified: Azure Administrator Associate** earned June 2026, with AI-901 and AZ-305 planned.

TECHNICAL SKILLS

AZURE SERVICES

- Virtual Networks
- NSG
- Azure Front Door
- App Gateway
- Load Balancer
- Key Vault
- App Service
- Container Apps
- Azure Bastion
- Log Analytics
- App Insights
- Entra ID
- Azure Policy
- Azure Backup
- Site Recovery

IAC · AUTOMATION · CI/CD

- Bicep
- Azure CLI
- GitHub Actions
- PowerShell
- Bash
- ARM Templates
- Static Web Apps

LANGUAGES · QUERY

- Python
- KQL
- SQL
- HTML/CSS
- JavaScript

SUPPORT TOOLS · TICKETING

- ZenDesk
- CaseBuddy
- MSSolve

PRACTICES

- Zero-credential architecture
- Managed Identity
- RBAC
- Hub-spoke topology
- Private endpoints
- WAF policy
- CAF naming
- Cost governance
- Enterprise support
- Technical writing

EXPERIENCE

TIER 2 PRODUCT SUPPORT ENGINEER

2020 – 2025

Microsoft Corporation · Redmond, WA

- Established and maintained internal Azure test beds running IaaS, PaaS, and SaaS workloads for the support team – hands-on Azure infrastructure work running continuously alongside the support role.
 - Built Azure Monitor pipelines using Data Collection Rules and the Azure Monitor [ostebovik.net](https://www.ostebovik.net) Agent, authoring KQL queries and configuring alert rules and action groups – documented lab work at
 - Implemented Azure Backup and Site Recovery configurations including Recovery Services Vault policies, MARS agent deployment, and ASR replication – translating direct customer exposure to backup failures into structured, documented lab coverage.
 - Deployed a full production Azure environment using Bicep IaC and GitHub Actions [ostebovik.net](https://www.ostebovik.net) CI/CD – Front Door, Static Web App, Key Vault with Managed Identity and RBAC-scoped secret references – live at
 - Piloted a Tier 2 escalation role handling the most complex customer-reported issues; achieved 7-day resolution for over 65% of managed cases and contributed to a 94% customer satisfaction rating – 10 basis points above Tier 1.
 - Collaborated directly with Engineering and Customer Success on issues requiring non-standard solutions, serving as the technical bridge between customer impact and product teams.
 - Delivered quarterly onboarding training to 10 new support engineers; concurrently mentored 3-5 engineers on an ongoing basis.
 - Created and refined 10-15 technical documents monthly to improve support accuracy and delivery efficiency across the team.
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SENIOR CUSTOMER SUPPORT ENGINEER

2014 – 2020

Microsoft Corporation · Redmond, WA

- Managed Azure subscription, account, and billing issues for Microsoft's S500 enterprise customer base – including Verizon, NTT Technologies, CenturyLink, and Sony – minimizing production downtime and fiscal impact.
 - Troubleshoot Azure environment outage events, providing professional paths to resolution under time pressure for enterprise SLAs.
 - Collaborated with SaaS, IaaS, and PaaS partner teams to uncover root causes for complex customer issues requiring cross-team coordination.
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SENIOR TECHNICAL SUPPORT / ONBOARDING ENGINEER

2011 - 2014

Mercent Corporation · Seattle, WA

- Used XML, XSLT, XPath, and XQuery to build and maintain customized e-commerce integrations, accelerating customer production timelines and revenue.
- Resolved complex escalated issues requiring development-level changes to customer integrations; served as bridge between technical support and development teams.

DEVELOPER SUPPORT ENGINEER

1999 - 2002

Onyx Software (Acquired by Consona Corp) · Bellevue, WA

- Served as liaison between technical support and development for high-priority, medium-to-high-impact software issues requiring immediate resolution.
- Created and managed a self-service portal and knowledge base that reduced support contact volume and accelerated customer issue resolution.
- Performed QA testing on patches prior to release; trained and coached support engineers and customer service representatives.

FOUNDER & GENERAL MANAGER

2003 - 2010

Hot Yoga of Issaquah · Issaquah, WA

- Acquired and turned around a failing small business; grew revenue 150% through pricing restructure, marketing, and customer retention focus.
- Managed all operations including finance, facility, and a staff of 10 instructors.

CERTIFICATIONS

06 / 2026	AZ-104: Microsoft Certified Azure Administrator Associate	Microsoft · 90A340-03CF69
02 / 2026	AZ-900: Microsoft Certified Azure Fundamentals	Microsoft · 3547EB-50BR0E
10 / 2025	Certified in Cybersecurity (CC)	ISC2 · 3093573