DANIAL IMRAN SULAIMAN VERNON

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SUMMARY

Senior Cloud Support Engineer with **5+ years** of professional experience**.** Now focusing on **cloud infrastructure operations** and **technical troubleshooting** across **Hybrid Cloud (AWS)** and **Kubernetes** environments. Skilled in **incident management** and **observability tools** such as **Grafana**, **Cloudwatch**, and **Datadog**. Known for **resolving complex issues** efficiently and driving **improvements in service reliability**, **automation**, and **observability**. Recognized for strong **adaptability** in fast-paced environments, **effective communication** and **collaboration** with cross-functional teams, and a **continuous improvement** approach to deliver scalable, resilient cloud solutions.

RELEVANT SKILLS

- Cloud & Infrastructure: AWS, Kubernetes, Docker, ArgoCD, Proxmox, Linux (Ubuntu/Debian)
- Networking & Security: TCP/IP, VLANs, Firewalls, NetBox, OWASP Top 10, Wireshark, Nmap
- Monitoring & Observability: Grafana, Datadog, Dynatrace, Prometheus, BigPanda, Elasticsearch, CloudWatch
- Scripting & Automation: Bash, Python, Ansible, Terraform
- CI/CD & Version Control: GitLab CI, GitHub
- Databases: PostgreSQL, MongoDB, MariaDB
- ITSM & Processes: ServiceNow, JIRA, Slack, ITIL v4 Framework
- Languages: English, Malay

PROFESSIONAL EXPERIENCE

INTEL MICROELECTRONICS
Senior Cloud Support Engineer, July 2025 – August 2025
- Promoted for **technical leadership**, **SLA excellence**, and **consistent high performance**.
- Recognized with **PEX Collaboration Champions Award** (Q2 2025) for exceptional team contributions.
- Improved **critical incident response and resolution by 60%** through a business-aligned **alert priority matrix**.
- Mentored junior engineers on escalation handling and troubleshooting best practices for on-call rotation readiness.

Cloud Support Engineer, Mar 2024 – June 2025
- Reduced **ticket escalation time by 40%** through **knowledge base management** and **SOPs**, enabling faster L1/L2 resolution.
- Awarded **IOS Silent Hero Award (Q2 & Q4 2024)** for exceptional performance in critical service operations.
- **Streamlined incident response workflows**, resolving **4,000+ issues** with **99% SLA compliance**, reducing average resolution time and improving overall reliability.
- Ensured **24/7 uptime for business-critical apps** across **Kubernetes**, **AWS environments**, supporting 10,000+ users through proactive monitoring, automated health checks, and fault-tolerant configurations.
- Partnered with **DevOps** and **SRE** teams enhancing observability dashboards on **Grafana**, **Dynatrace**, **Datadog**, and **BigPanda**, improving **incident detection by 40%** and cutting **troubleshooting time by 50%.**
- **Facilitated 20+ major incidents annually**, driving **root cause analysis (RCA)** and **post-incident reviews**, which reduced repeat issues by **25%.**

SAKRA EDUTECH
IT Administrator, Jun 2023 – Feb 2024
- **Boosted network performance and security by 25%** through **VLAN** segmentation and **pfSense firewall** integration during a full network redesign**.**
- Maintained and upgraded **hardware and software systems**, including **Windows Server** and networking devices.
- Provided **remote and on-site technical support** for enterprise systems and client workstations.
- Conducted **monthly server maintenance**, applied patches and updates.
- Created **technical manuals** for system setup and software usage.
- Designed and implemented **secure network infrastructure**, improving system performance.

Network Engineer, Mar 2020 – Mar 2023
- Upgraded network infrastructure, achieving **20% improvement** in network performance.
- Configured and maintained **Dell PowerEdge servers** with **Windows Server 2012/2019**.
- Implemented **network solutions** aligned with business requirements.
- Monitored and maintained **routers**, **switches**, **firewalls**, and **access points**.
- Performed **security assessments** and addressed vulnerabilities proactively.

EDUCATION & CERTIFICATION

- **Bachelor of Computer Science (Data Science)** - Swinburne University of Technology - 2023
- **Certified in Cybersecurity**, ISC2 – 2023
- **Certified Ethical Hacker**, EC-Council – 2024
- **ITIL 4 Foundation**, Axelos – 2024
- **CCNA**, Cisco – 2025
- **Lean Six Sigma Green Belt**, LSSC - 2025
- **Certified Kubernetes Administrator**, CNCF - 2025
- **Certified Cloud Security Professional (CCSP)**, ISC2 - In Progress