

# Dylan Winkleman

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## PROFESSIONAL SUMMARY

Customer-focused technical support professional with hands-on Azure cloud experience across virtual machines, networking, DNS, storage, identity/governance, monitoring, backup, and GitHub Actions deployments. Brings practical troubleshooting, documentation, customer communication, team leadership, inventory coordination, and process-improvement experience from construction and hospitality operations. Seeking a technical support, cloud support, or junior cloud engineering role where documented Azure portfolio projects and service-focused communication can support faster issue resolution.

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## TECHNICAL SKILLS

**Cloud:** Microsoft Azure, Virtual Machines, VNets, subnets, NSGs, Public IPs, Azure DNS, Static Web Apps, Storage Accounts, Blob Storage, Resource Groups

**Identity, Security & Governance:** Entra ID, users/groups, RBAC, custom roles, Azure Policy, management groups, tagging, private containers, SAS tokens

**Monitoring & Operations:** Azure Monitor, Log Analytics, KQL basics, metric alerts, action groups, Network Watcher, Azure Backup, Recovery Services vaults, Azure Monitor Agent, Data Collection Rules

**DevOps & Tools:** Git, GitHub, GitHub Actions, CI/CD basics, Azure CLI, Cloud Shell, RDP, JSON, Docker basics, technical documentation, troubleshooting

**Professional Strengths:** Customer support, face-to-face communication, conflict resolution, coaching, inventory coordination, team leadership, process improvement

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## CERTIFICATIONS

**Microsoft Certified: Azure Fundamentals (AZ-900)**

**Microsoft Azure Administrator (AZ-104)** - In progress; all five AZ-104 domains reinforced through hands-on Azure portfolio projects

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## TECHNICAL PROJECTS

### Azure Monitoring & Incident Response Project Repo

- Built an Azure monitoring environment for an Ubuntu VM using Azure Monitor metrics, Log Analytics, KQL, CPU metric alerts, email action groups, Network Watcher diagnostics, and Azure Backup.
- Troubleshooted a real agent failure on Ubuntu 24.04 by replacing the deprecated Log Analytics agent with Azure Monitor Agent deployed through a Data Collection Rule.

### Azure Identity, RBAC & Governance Project Repo

- Provisioned Entra ID users and groups, assigned built-in and custom RBAC roles at scoped resource-group levels, and practiced least-privilege access control.
- Applied Azure Policy, management groups, and resource tagging to reinforce governance concepts from the AZ-104 identity and governance domain.

### Azure DNS & Static Website Deployment Repo

- Delegated a custom domain to Azure DNS, configured apex and www records, and deployed a live Azure Static Web App at [dylancloudlab.net](https://dylancloudlab.net).
- Automated deployment through GitHub Actions, connecting GitHub repository changes to Azure Static Web Apps hosting.

### Azure VM Networking & Secure Storage Projects VM Repo | Storage Repo

- Deployed Windows Server VM infrastructure with VNet, subnet, NIC, NSG, Public IP, OS disk, and RDP access controls restricted to a single source IP.
- Configured private Azure Blob Storage containers and least-privilege SAS access using read-only, IP-restricted, time-limited tokens.

### Ovision - Shopify GPSR Compliance App Repo

- Building a Shopify embedded app using Remix, Prisma, Shopify Polaris, OAuth, Docker, and a PostgreSQL production target, with cloud deployment planning.

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## WORK EXPERIENCE

### Talbot Construction - Carpenter / Contractor 2024 - Present | Ladue, MO

- Advanced from carpenter to contractor with added responsibility for project coordination, customer communication, and issue resolution.
- Worked directly with customers to understand requirements, communicate progress, and maintain service quality in deadline-driven environments.
- Helped manage materials and inventory, contributing to strategies that reduced unnecessary capital expenses and improved operational efficiency.

### Texas Roadhouse - Server / Manager 2020 - Present | Wentzville, MO / Edwardsville, IL

- Combined frontline service and management experience in high-volume operations, strengthening customer support, conflict resolution, coaching, and multitasking skills.
- As part of the Edwardsville management team, helped lead the restaurant to \$5M in annual gross sales by designing individualized sales and coaching strategies.
- Assisted with inventory management and cost-control decisions while maintaining strong customer service and team performance standards.

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## EDUCATION

**Southern Illinois University Edwardsville** - Edwardsville, IL

Attended May 2020 - Oct 2022