Alexandre Baracat

EDUCATION

M.S. in Information Systems Technology — The George Washington University Jan 2025 – Jan 2027
B.S. in Computer Science — Western Governors University Jan 2021 – Dec 2024

EXPERIENCE

Cloud Engineer | Infrapar Sustainability Ltda. | Toronto, ON Oct 2022 – Dec 2024

- Monitored and troubleshot production applications through **CloudWatch logs, metrics, and alerts**, performing **root cause analysis** and resolving incidents across application stacks and cloud infrastructure to maintain **99.99% service availability**.
- **Collaborated with engineering and operations teams** during customer-facing **deployments, system upgrades, and release readiness** activities, validating monitoring requirements and maintaining deployment and rollback **runbooks**.
- Built a security monitoring pipeline that detects high-risk IAM changes and alerts the team, and managed access through **IAM least-privilege** controls.
- Built automated disaster recovery with multi-region failover for **distributed systems**; quarterly tests showed **zero data loss and 99.95% uptime** in Q2 2023.

Support Analyst II | PA Software / KCL Computers | Toronto, ON Apr 2022 – Sep 2022

- Troubleshot and resolved Azure and Windows issues for clients, **escalating complex cases** and managing **incidents** through resolution with clear status updates.
- Implemented automated disaster recovery with Azure Site Recovery and Azure Backup, achieving a **15-minute RTO and 5-minute RPO** for critical systems.
- Wrote Azure and Windows fix procedures and **technical documentation** that helped teammates and clients resolve recurring issues faster.

Support Specialist | Mercado Libre | Toronto, ON Jan 2021 – Jan 2022

- Provided **product support** and resolved **production issues for 1,000+ users with 95% satisfaction**, explaining technical problems and solutions clearly to non-technical customers, in writing and verbally.
- Created a **knowledge base** and FAQs that standardized responses and **reduced repeat escalations**.
- Contributed to a team cloud security project that achieved a **30% reduction in security incidents**.

TECHNICAL SKILLS

Application Support & Troubleshooting: Application Support · Escalated Issue Resolution · Root Cause Analysis · Incident & Escalation Management · Product Support · Release Readiness · Deployments & Upgrades

Monitoring & Logging: CloudWatch · CloudTrail · Application Logs · Alerting · System Health & Performance Monitoring · Linux · Windows · DNS · Distributed Systems

Documentation: Operational Procedures · Technical Documentation · Knowledge Base Articles · Runbooks · FAQs · Stakeholder Communication

Programming & Data: Python · Java · SQL · Relational Databases (PostgreSQL, RDS) · REST APIs · Bash · PowerShell

Platforms & Tools: AWS (EC2, ECS, RDS, S3, Lambda, IAM, VPC) · Azure · Docker · Terraform · Git/GitHub

Spoken Languages: English · Portuguese · Spanish

PROJECTS

AWS IAM Sentinel — Event-Driven Monitoring and Alerting Pipeline

- Designed and built a serverless, event-driven security pipeline with Terraform across 3 AWS services (CloudTrail, EventBridge, Lambda) that detects high-risk IAM changes and sends alerts, running in production at Infrapar.

Career Compass — Multi-Tier AI Career Readiness Platform (Capstone) github.com/alexbaracat/careerquest

- Built a full-stack career-readiness platform (React, Python REST API, PostgreSQL) on Azure with Azure OpenAI LLM integration, delivered with a 6-person team across four agile sprints.

CERTIFICATIONS

CompTIA Security+, Network+, A+ · AWS Solutions Architect – Associate · HashiCorp Terraform Associate

AWARDS & VOLUNTEERING

Tech Turn Up | Information Technology Instructor (Volunteer) | Washington, DC May 2025

- Taught community members IT fundamentals and coding through free STEAM programs in the DC area.

WGU Excellence Award, Technical Communication — recognized for an article on cloud technology Apr 2024