

# ANNEL COTA

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## SUMMARY

Cloud Engineer with 5+ years of experience combining technical support, cloud operations, and customer-facing solution development. Experienced in leading discovery sessions, identifying business challenges, and delivering scalable cloud solutions while troubleshooting infrastructure environments, supporting deployments, and resolving complex technical issues. Strong background in environment validation, infrastructure configuration, incident troubleshooting, and technical documentation.

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## EXPERIENCE

**Oracle, Austin, TX**

July 2022 – September 2025

### Cloud Engineer

- Led discovery sessions, demos, and workshops with customers to identify business needs, pain points, and cloud solution requirements, translating them into OCI architecture recommendations aligned with operational goals.
- Delivered customer-facing presentations and walkthroughs on OCI services, architecture, and best practices to support onboarding, education, and adoption.
- Onboarded customers to Oracle Cloud Infrastructure by configuring IAM (users, groups, permissions), compartments, networking, storage, tagging, and budgets following governance best practices.
- Implemented and validated OCI resources across compute, networking, storage, and IAM to ensure secure, functional, and production-ready environments.
- Partnered with customers through implementation to bridge business requirements with technical execution and drive successful cloud adoption.
- Built and validated environments prior to deployment to ensure configuration accuracy, readiness, and support troubleshooting.
- Automated provisioning and configuration using the CD3 toolkit, Terraform, and Python, to improve consistency, reliability, and reduce manual effort.
- Investigated, triaged, and resolved complex configuration and deployment issues, coordinating with internal engineering and support teams while providing guidance to customers and documenting solutions for knowledge sharing.

**University of New Mexico, Albuquerque, NM**

July 2019 – October 2021

### Information Technology Assistant

- Delivered hands-on technical support for students and staff, troubleshooting macOS and Windows devices across operating systems, Microsoft 365 applications, network connectivity, and peripheral issues through a help desk ticketing system, triaging incidents and documenting technical resolutions.
- Supported employee onboarding by provisioning workstations and validating user access permissions.
- Managed workstation lifecycle tasks including desktop upgrades, device replacements, OS migrations, and peripheral firmware updates.
- Executed standardized automated OS reimaging using pre-built PowerShell deployment tools and verified successful system configuration.
- Resolved file share and network access incidents while documenting solutions and following standard IT support procedures.

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## EDUCATION

**University of New Mexico, Albuquerque, NM – Bachelor of Science in Computer Science**

December 2021

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## SKILLS & CERTIFICATIONS

**Cloud & Infrastructure Engineering:** Virtual Machines, Networks (VCNs/Subnets, Load Balancers), Object & Block Storage, Identity and Access Management (Users, Groups, Policies), Tagging & Governance, Access Controls & Permissions Configuration, Databases, Logging & Monitoring, Environment Provisioning & Validation, Familiarity with Azure/AWS/GCP

**Technical & Professional:** Java, Git/GitHub, Python Scripting, Version Control, Infrastructure-as-Code (IaC), Terraform, deployment automation, CI/CD workflows, Windows & macOS Administration, Linux, SSH, Confluence, Jira exposure, Incident triage, ticket management, root cause analysis, customer issue resolution, deployment support, environment monitoring, Zoom, MS Teams, Bilingual (English & Spanish), Technical Support, Technical Documentation, MS Office (Excel), Slack

**Certifications:** OCI Architect Professional (May 2025), OCI Cloud Operations Professional (Jan 2025), OCI Multicloud Architect Associate (May 2025), AWS Certified Cloud Practitioner (Dec 2028)