

Yohanan Moraes

Network and Systems Administration | Cloud Infrastructure Operations

Montreal, QC | yohajack@gmail.com | English, French and Portuguese | [Technical portfolio](#)

PROFESSIONAL SUMMARY

Cloud Support Consultant in OVHcloud Public Cloud and graduate in network and system administration with experience across OpenStack, Linux, Windows Server, enterprise networking, virtualization, DNS, TLS and incident isolation. Comfortable tracing connectivity paths, validating service and hardware state, working with VPNs and firewalls, and documenting L3-quality escalation evidence. Brings structured troubleshooting, bilingual client communication and a strong foundation for network-first, multi-site infrastructure operations.

NETWORK AND SYSTEMS STRENGTHS

Networking: TCP/IP, DNS, DHCP, OSPF, VLANs, routing, NAT, VPNs, firewalls, Cisco ASA, wireless fundamentals, connectivity and fault-domain isolation

Systems and virtualization: Linux, Windows Server, Active Directory, VMware, Hyper-V, Bare Metal, VPS, NFS, backup and SAN/NAS concepts

Operations: L3 incident triage, log analysis, root-cause analysis, monitoring concepts, Bash, Ansible, Docker, documentation and safe escalation

PROFESSIONAL EXPERIENCE

Cloud Support Consultant | OVHcloud - Public Cloud

Apr 2026 - Present | Montreal, QC

- Diagnose Public Cloud issues across OpenStack compute, storage and networking services, including Nova, Neutron, Cinder and Keystone.
- Support Managed Kubernetes and managed data services while translating complex architectures into actionable customer steps.

Cloud Support Agent | OVHcloud - Bare Metal Cloud

Feb 2025 - Apr 2026 | Montreal, QC

- Validated hardware and network health across Dedicated Server and VPS services using Rescue Mode, IPMI, vRack and DDoS diagnostics.
- Analyzed Linux, Windows Server and connectivity evidence to isolate provider-side faults and escalate reproducible findings.

Technical Support Specialist | Gatestone

Oct 2024 - Feb 2025 | Remote

- Diagnose hardware and connectivity incidents for satellite systems using repeatable troubleshooting and accurate escalation.

Information Technology Intern | AzurDev

Nov 2023 - Jan 2024 | Quebec, Canada

- Configured Cisco ASA devices, resolved licensing discrepancies and supported secure network configurations.
- Investigated intermittent connectivity and bandwidth bottlenecks and documented findings for cross-functional resolution.

IT Support Technician | Salut Transport Inc.

Nov 2022 - Aug 2024 | Remote

- Maintained internal systems, delivered end-user support and automated recurring reporting and document workflows to improve continuity.

Technical Support Specialist | TTEC

Mar 2022 - Nov 2022 | Montreal, QC

- Used IT service-management workflows and root-cause analysis to resolve multi-platform issues and improve routing and escalation in Zendesk.

EDUCATION AND TRAINING

AEC, Network and System Administration - College de Maisonneuve, 2024

Cisco training: Enterprise Networking, Security and Automation; Switching, Routing and Wireless Essentials; Introduction to Cybersecurity - 2023