

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 at OVHcloud and graduate in network and system administration with experience across 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

Feb 2025 - Present | Montreal, QC

- Validate hardware health and network integrity across Bare Metal and VPS services, including vRack, DDoS and IPMI, to isolate provider-side faults from client configuration issues.
- Analyze logs, DNS, routing, TLS and connectivity symptoms and document reproducible findings for resolution or escalation.
- Guide English- and French-speaking customers through safe next steps while maintaining clear technical support boundaries.

Technical Support Specialist | Gatestone

Oct 2024 - Present | Montreal, QC

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

Information Technology Intern | Azurdev

Nov 2023 - Jan 2024 | Verdun, QC

- 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 | Salut Transport Inc.

Nov 2022 - Aug 2024 | Montreal, QC

- 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