

Jaylen Callahan

Cloud Engineer

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STRENGTHS

-  **Cloud Ownership**
Took charge of Azure subscriptions supporting compute, storage, networking, App Services, backups, and production continuity; teams gained a dependable escalation partner.
-  **Identity Governance**
Reworked Entra ID groups, SSO, roles, RBAC, and access reviews for hundreds of users; security partners gained cleaner ownership records.
-  **Incident Leadership**
Led networking, authentication, and deployment investigations from alert through corrective action; peers came to rely on clear root-cause notes.
-  **Practical Automation**
Turned repetitive VM, backup, tagging, inventory, and account tasks into PowerShell and Azure CLI workflows; service teams gained smoother execution.
-  **Cross-Team Delivery**
Worked beside DevOps, Engineering, IT, and Security during releases and change windows; shared testing built confidence before production rollout.

SKILLS

Azure Infrastructure	
Microsoft Entra ID	
Cloud Networking	Azure Storage
Virtual Machines	App Services
Azure Monitor	PowerShell
Azure CLI	Terraform
Bicep	
Infrastructure as Code	
Identity and Access Management	

SUMMARY

Cloud Engineer with nearly five years of hands-on Azure infrastructure experience, ready to bring practical ownership, calm incident response, and clear partnership to Northstar Digital Systems. Builds and supports **virtual machines**, storage, networking, **App Services**, backups, monitoring, security controls, and hybrid operations across development and production environments. Administers **Microsoft Entra ID** through users, groups, roles, SSO, RBAC, and access controls that support least-privilege access and audit readiness. Uses PowerShell, Azure CLI, Terraform, and Bicep for repeatable administration and infrastructure delivery. Partners closely with DevOps, Engineering, IT, and Security teams on deployments, **root-cause analysis**, runbooks, configuration standards, and cloud modernization. Eager to contribute in Denver while growing with a technology organization committed to long-term cloud transformation.

EXPERIENCE

Cloud Engineer

Cobalt Ridge Technologies  May 2024 - Present  Denver, CO

- Own Azure infrastructure operations across production and nonproduction subscriptions, supporting virtual machines, App Services, storage, networking, backups, identity, monitoring, automation, and **infrastructure as code**. Serve as a senior partner for DevOps, Engineering, IT, and Security teams, connecting reliable platform delivery with service continuity, audit readiness, and controlled cloud change.
- Own Azure subscriptions supporting 40+ virtual machines, App Services, storage accounts, **virtual networks**, and backup policies across production and nonproduction environments.
 - Standardized **Microsoft Entra ID** access reviews by aligning groups, administrative roles, SSO assignments, and RBAC scopes with application ownership for stronger quarterly security reviews.
 - Built PowerShell and **Azure CLI** automation for VM provisioning, tagging, backup validation, and stale-resource reporting, reducing manual work across IT operations queues.
 - Created **Azure Monitor** dashboards and alert rules for availability, performance, failed backups, resource health, and security signals, giving engineers earlier issue visibility.
 - Led **root-cause analysis** for networking, authentication, and deployment incidents, coordinating corrective changes with DevOps, Security, and application owners.
 - Converted recurring environment changes into peer-reviewed Terraform and Bicep modules, improving consistency across project teams and deployment stages.

Azure Systems Engineer

Blue Mesa Commerce  September 2022 - April 2024  Lakewood, CO

- Managed Azure systems supporting a growing e-commerce platform, with responsibility spanning compute, storage, networking, App Services, identity, backup, monitoring, and release infrastructure. Combined hands-on administration with service desk enablement, incident diagnosis, and close delivery partnership with DevOps engineers.
- Administered **Azure virtual machines**, managed disks, **storage** accounts, load-balanced network segments, private endpoints, and App Services for a high-volume commerce platform.
 - Reworked **Entra ID groups** and Conditional Access assignments for approximately 300 employees and contractors, supporting SSO adoption and least-privilege access.
 - Implemented **Azure Backup** schedules, recovery-point checks, and restoration procedures for application servers and business-critical data stores.
 - Investigated Azure Monitor, **Log Analytics**, and activity-log alerts, separating application faults from infrastructure and identity issues during incident response.
 - Developed PowerShell runbooks for account cleanup, resource inventory, certificate checks, and controlled VM operations, giving service desk staff repeatable procedures.
 - Partnered with DevOps engineers on release infrastructure, deployment slots, network security rules, and Terraform changes, validating updates in test subscriptions before production rollout.

Root-Cause Analysis

DevOps Collaboration

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Cloud Engineer at Cobalt Ridge Technologies (2.2 Years)

● Azure Systems Engineer at Blue Mesa Commerce (1.6 Years)

● Cloud Infrastructure Analyst at HarborPoint Managed Services (11 Months)

Cloud Infrastructure Analyst

HarborPoint Managed Services 📅 September 2021 - August 2022 📍 Boulder, CO

Supported Azure environments for small and midsize clients under senior engineer guidance, handling routine **infrastructure administration**, monitoring triage, identity requests, backup checks, documentation, and controlled change windows. Built dependable operational habits through clear diagnostics, careful testing, and client-ready records.

- Supported **Azure virtual machines**, storage, virtual networks, backup jobs, and resource-group organization across multiple client environments.
- Triageed **monitoring** alerts and service tickets involving connectivity, capacity, failed **backups**, permissions, and VM availability, escalating issues with clear diagnostic notes.
- Used Azure CLI and PowerShell to collect inventories, apply approved tags, verify configuration changes, and complete routine administrative requests.
- Assisted Entra ID onboarding and offboarding by provisioning users, updating groups, assigning approved application access, and checking role-based permissions.
- Updated client-facing runbooks and configuration records for **networking**, recovery procedures, access requests, and common **Azure** incident patterns.
- Participated in change windows with DevOps and IT teams, testing infrastructure updates in lower environments and recording results for production approval.

PROJECTS

Azure Recovery Readiness Program 📅 2025

Built a recovery-readiness model spanning Azure Backup schedules, recovery-point validation, restoration procedures, resource ownership, and operational runbooks. Connected infrastructure checks with clear handoffs so engineers could act quickly during service disruption.

Entra ID Access Governance Refresh 📅 2024

Mapped users, groups, roles, SSO assignments, RBAC scopes, and Conditional Access decisions across a hybrid environment. Created a practical review flow that gave application owners clearer access accountability and stronger audit preparation.

Infrastructure as Code Delivery Framework 📅 2023

Created reusable Terraform and Bicep patterns for Azure networking, virtual machines, storage, App Services, tags, and configuration standards. Added peer review and test-subscription validation before production changes.

LEADERSHIP & AWARDS

- Azure Operations Recognition, Cobalt Ridge Technologies, 2025. Recognized for dependable incident leadership and clear corrective-action records.
- Service Reliability Award, Blue Mesa Commerce, 2024. Honored for improving backup validation, monitoring response, and release coordination.
- Technical Leadership Recognition, HarborPoint Managed Services, 2022. Selected for useful runbooks and steady client support during change windows.

EDUCATION

Bachelor's Degree in Information Technology

University of Colorado Denver 🎓 GPA: 3.7 📅 2021 📍 Denver, CO

Coursework: Cloud infrastructure, Network administration, Information security, Systems analysis, Database management

CERTIFICATIONS

- Microsoft Certified: Azure Administrator Associate 📅 2023
- HashiCorp Certified: Terraform Associate 📅 2025

TECHNICAL SKILLS

- **Azure Compute:** Azure Virtual Machines, Azure App Services, Azure VM Scale Sets
- **Azure Storage:** Azure Storage Accounts, Managed Disks, Blob Storage
- **Azure Networking:** Azure Virtual Networks, Private Endpoints, Load Balancers

- **Identity Platforms:** Microsoft Entra ID, Microsoft Entra Groups, Microsoft Entra Roles
- **Access Controls:** RBAC, SSO, Conditional Access
- **Monitoring Systems:** Azure Monitor, Log Analytics, Activity Logs
- **Automation Tools:** PowerShell, Azure CLI, PowerShell Runbooks
- **Infrastructure as Code:** Terraform, Bicep, Configuration Standards
- **Backup and Recovery:** Azure Backup, Recovery Points, Restoration Procedures
- **Security Operations:** Cloud Security, Security Signals, Least-Privilege Access
- **DevOps Delivery:** Deployment Slots, Release Infrastructure, Test Subscriptions
- **Operations Documentation:** Runbooks, Configuration Records, Change Documentation

PROFESSIONAL AFFILIATIONS

- ISACA, Associate Member, 2024 - Present. Connects cloud operations with identity governance and security practice.
- Cloud Native Computing Foundation, Member, 2023 - Present. Exchanges practical ideas on automation, platform reliability, and delivery.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST