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📍 Madison, WI 53703

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Hiring Manager
Northstar Mobility Services
Corporate Office
Appleton, WI

Dear Hiring Manager:

I am applying for the Cloud Engineer Intern position with Northstar Mobility Services. I recently completed a Bachelor of Science in Information Technology and have practical experience supporting Azure, Google Cloud Platform, and on-premises infrastructure. The work that interests me most is the careful operational work behind a reliable cloud environment: answering requests, checking access, finding configuration problems, and documenting what happens next.

During my cloud operations internship, I triaged 85 service tickets in Jira and ServiceNow, sorting access, monitoring, and resource requests and escalating production-impacting issues through documented support paths. I also built an Azure and GCP inventory workbook covering subscriptions, projects, virtual machines, storage accounts, and persistent disks. That inventory gave senior engineers a clear starting point for reviewing unused, untagged, and orphaned resources rather than relying on scattered records.

Access reviews and operational checks have been a consistent part of my work. I compared IAM roles, group memberships, and project permissions with approved access lists, preserving audit evidence while flagging excessive permissions for remediation. In a university operations lab, I documented seven over-permissioned assignments and proposed role changes based on least-privilege scenarios. I also followed runbooks for monitoring, patch validation, and backup verification, recording exceptions and revising a failed-backup procedure so that its decision steps and escalation criteria were clear.

I would bring an organized, careful approach to Northstar's resource audit, access review, and ticket documentation projects. My Azure Fundamentals and Google Cloud Digital Leader credentials support my hands-on experience, while my work creating Jira request templates and a self-service article has taught me to write for the person who needs to use the process later. I would welcome the opportunity to contribute from Northstar's Appleton office and learn from your cloud engineers and architects.

Thank you for considering my application. I would appreciate the opportunity to discuss how my cloud operations experience could support Northstar's platform enablement team.

Sincerely,

Joon Miller

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