

Joon Miller

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📍 Madison, WI 53703

SUMMARY

Early-career Cloud Engineer Intern with supervised experience supporting hybrid, multi-cloud operations across Microsoft Azure, **Google Cloud Platform**, and **on-premises infrastructure**. Hands-on work includes service ticket triage, cloud **resource inventory audits**, IAM role and permission reviews, **tagging standards**, cost hygiene, monitoring checks, patch validation, backup verification, and runbook documentation. Jira and ServiceNow workflows support organized intake, careful escalation, and clear resolution records. Azure Fundamentals, Google Cloud Digital Leader, and Jira credentials complement a Bachelor of Science in Information Technology. Ready to support cloud governance, operational readiness, access reviews, platform service, and knowledge sharing through dependable work with senior engineers and project stakeholders.

EDUCATION

Bachelor's Degree in Information Technology

2026

Midwest State University GPA: 3.8

Madison, WI

Coursework: Cloud computing, information security, database systems, systems administration, IT service management

TECHNICAL SKILLS

- **Cloud Platforms:** Microsoft Azure, Google Cloud Platform, Azure subscriptions
- **On-Premises Systems:** Virtual machine clusters, on-premises infrastructure, operating systems
- **Identity and Access:** Azure RBAC, GCP IAM, group memberships
- **Service Management:** IT service management, incident requests, escalation matrices
- **Ticketing Systems:** Jira, ServiceNow, issue templates
- **Cloud Governance:** Resource inventory, tagging standards, cost hygiene
- **Operations Monitoring:** Monitoring checks, alert validation, exception tracking
- **Backup and Recovery:** Backup verification, restore points, rollback considerations
- **Systems Maintenance:** Patch validation, operating-system patches, maintenance checks
- **Documentation Tools:** Runbooks, knowledge bases, audit records
- **Data and Reporting:** Microsoft Excel, inventory workbooks, findings reports

SKILLS

- Azure
- ServiceNow
- Least privilege
- Patch validation
- GCP
- Ticket triage
- Cost hygiene
- Backup verification
- IAM
- Cloud governance
- Runbooks
- Technical communication
- Jira
- Resource audits
- Monitoring checks

EXPERIENCE

Cloud Engineer Intern

May 2026 - August 2026

Lakeshore Distribution Cooperative

Appleton, WI

Supported hybrid, multi-cloud operations across Azure, GCP, and on-premises lab infrastructure. Managed service intake, audit evidence, access reviews, cleanup preparation, routine platform checks, and operational documentation under senior-engineer guidance. Work helped improve cloud visibility, governance, cost hygiene, and service consistency.

- Triageed 85 cloud **service tickets** in Jira and **ServiceNow**, categorized access, monitoring, and resource requests, then escalated production-impacting issues through documented support paths.
- Built an **Azure** and **GCP** inventory workbook covering subscriptions, projects, virtual machines, storage accounts, and persistent disks, giving senior engineers a clear cleanup review.
- Compared IAM role assignments, group memberships, and project permissions against approved access lists, flagging excessive access and preserving audit evidence for remediation.
- Identified untagged test resources and orphaned storage objects during scheduled reviews, then prepared cleanup recommendations and followed change procedures before decommissioning.
- Executed runbook-based **monitoring checks**, patch validation reviews, and **backup verification** across development environments, recording exceptions and evidence in a shared knowledge repository.
- Analyzed recurring ticket categories and drafted a self-service article for access requests, improving intake quality and first-response guidance for common issues.

Cloud Operations Practicum

January 2026 - April 2026

University Cloud Operations Lab

Madison, WI

- Managed a supervised hybrid-cloud simulation for a four-person operations lab. Practicum work connected Azure resources, GCP projects, and an on-premises virtual machine cluster with ticket workflows, inventory controls, IAM reviews, monitoring, patch checks, backup validation, and runbook improvement.
- Managed a supervised hybrid-cloud simulation containing Azure resources, GCP projects, and an on-premises virtual machine cluster for a four-person operations lab.
 - Used **Jira** service workflows to classify simulated incidents and requests, document troubleshooting steps, and route unresolved cases through an escalation matrix.
 - Performed weekly inventory checks for 42 lab resources, applying naming and tagging rules to identify configuration drift and produce a remediation log.
 - Reviewed **Azure** RBAC and GCP **IAM** bindings against least-privilege scenarios, documenting seven over-permissioned assignments and proposed role changes.
 - Followed written procedures to validate alerting, operating-system patch status, and backup restore points, then presented exceptions during weekly stand-ups.
 - Revised a failed-backup runbook with decision steps, evidence requirements, and escalation criteria; instructor evaluation rated documentation complete and usable.

Cloud Governance Capstone Analyst

September 2025 - December 2025

Midwest State University Capstone Project

Madison, WI

- Created a supervised governance prototype for a fictional retail organization using Azure and GCP records. Analysis connected inventory visibility, metadata standards, IAM controls, ticket intake, cost hygiene, and operational runbooks, giving faculty reviewers a practical remediation sequence.
- Designed a governance prototype using **Azure** and GCP resource metadata, focusing on inventory visibility, tagging compliance, and **cost hygiene** for a fictional retail organization.
 - Queried sample subscription and project records by owner, environment, and business purpose, producing a cleanup queue for 118 simulated assets.
 - Mapped representative IAM roles and group memberships to job functions, applying least-privilege principles and documenting recommended access changes in a control matrix.
 - Created Jira issue templates for cloud requests and recurring operational problems, standardizing intake fields needed for triage and senior-engineer review.
 - Wrote runbooks for resource retirement, tagging exceptions, **monitoring checks**, and **backup verification**, including prerequisites, validation steps, and rollback considerations.
 - Presented findings and a remediation sequence to a faculty review panel, explaining operational risk, documentation controls, and prototype limits.

PROJECTS

Cloud Resource Audit and Cleanup 📅 2026

Audited Azure subscriptions and GCP projects, grouped unused, untagged, orphaned, and misconfigured resources, then organized remediation steps around ownership, change control, cost hygiene, and operational evidence.

Multi-Cloud IAM Review 📅 2026

Compared Azure RBAC and GCP IAM assignments with approved job functions, documented least-privilege gaps, and prepared a concise findings report with recommended access remediation.

Service Ticket Knowledge Base 📅 2026

Reviewed recurring Jira and ServiceNow request patterns, improved intake guidance, and produced a self-service knowledge article with troubleshooting steps, escalation criteria, and resolution documentation.

LEADERSHIP & AWARDS

- Dean's List, Midwest State University, Fall 2025 and Spring 2026
- Cloud Operations Lab Excellence Award, 2026
- Information Technology Department Scholarship, 2025-2026

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900) 📅 2026
- Google Cloud Digital Leader 📅 2026
- Jira Fundamentals Badge, Atlassian University 📅 2026

PROFESSIONAL AFFILIATIONS

- Cloud Computing Club, Operations Workshop Coordinator, 2025-2026

- Information Technology Student Association, Peer Mentor, 2025-2026
- University Technology Showcase, Cloud Governance Presenter, 2026

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST