

Emilio Nguyen

Cover Letter — IT Cloud Engineer



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IT Hiring Team
Northstar Infrastructure Services
Remote
United States

Dear IT Hiring Team,

I'm applying for the IT Cloud Engineer assignment because my recent work has centered on the same practical problems: keeping a large hybrid environment reliable, moving applications without disrupting authentication, and turning recurring operational work into repeatable automation. I currently support 240 Windows and Linux servers across Azure, AWS, and colocation facilities, coordinating patching, vulnerability remediation, capacity planning, and lifecycle decisions with application owners.

Identity and migration work has been a substantial part of my role. I directed a staged Active Directory and Azure AD modernization using dcdiag, repadmin, GPO and trust reviews, LAPS, NTLM risk analysis, pilot waves, and rollback gates. I also manage Okta integrations for more than 3,000 users, including agent upgrades, MFA policies, certificates, UPN planning, JML workflows, and authentication monitoring. In an earlier migration, I cataloged LDAP, Kerberos, SPNs, file and print ACLs, DNS dependencies, and recovery requirements before moving applications from a legacy data center into Azure.

I bring an operations discipline that fits the role's emphasis on measurable service quality. I have expanded Prometheus/Grafana and Splunk coverage with tier-1 alerts, SLO views, and on-call playbooks; operated Rubrik policies and quarterly restore tests; and supported ClearPass and printer authentication integrations. My PowerShell, Python, and Bash tooling collects inventory, checks replication and certificates, validates patch and backup health, and captures Jira evidence. That work has reduced manual steps while making audit and change records easier to trust.

I'm comfortable working through RFC and CAB processes, phased cutovers, checkpoint validation, CMDB updates, PIRs, and versioned runbooks. I hold Microsoft Azure Administrator Associate, AWS Certified Cloud Practitioner, and ITIL 4 Foundation certifications. I would welcome the opportunity to help Northstar improve the reliability, visibility, and repeatability of its cloud and infrastructure operations during this assignment.

Thank you for your consideration. I would be glad to discuss how my experience could support Northstar's infrastructure and migration work.

Sincerely,

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