



ANTONIO VALERO

Cloud Engineer candidate

Work experience

Cloud Support Engineer

May 2024 - Present

VW GITC Germany - VW Group Services Barcelona

- Provided L1/L2 support for AWS-based cloud environments, handling incidents, service requests and operational tasks through ticketing systems.
- Performed troubleshooting activities related to AWS infrastructure, including access management, connectivity issues and service availability.
- Assisted in the management and maintenance of cloud resources following established operational procedures and best practices.
- Collaborated with internal teams to investigate incidents, collect diagnostic information and coordinate issue resolution.
- Worked with AWS monitoring and logging tools to support incident analysis and root cause identification.
- Maintained technical documentation, operational procedures and knowledge base articles to improve support efficiency.
- Participated in change management activities, validating infrastructure modifications and ensuring service continuity.

Skills: Terraform · IAM · Incident Management · Cloud Troubleshooting · CloudWatch · EC2 · S3 · VPC · ITIL

Key User IT I+D SEAT (SEAT Technical Center)

May 2022 - May 2024

- Acted as an IT Key User for the R&D department, supporting users and channeling IT-related requests within the SEAT/VW environment.
- Managed user provisioning, access control, and permissions across corporate applications and internal systems, following security and change management policies.
- Acted as a key liaison between technical users and IT teams, aligning IT services with research and development requirements.
- Tracked and managed incidents, requests, and emerging IT needs, actively participating in technical forums to support continuous improvement.
- Contributed to process optimization and documentation within a complex corporate IT environment.

Skills: Process coordination, IT Operations Management.

IT Digital Workplace Management (SEAT:CODE)

Mar 2021 - May 2022

- Delivered 2nd and 3rd level incident support across the organization.
- Oversaw employee onboarding and offboarding processes, including account provisioning and equipment allocation.
- Served as JIRA site and organization administrator, supporting SEAT CODE/SEAT projects through role and permissions management, configuration of issue types, workflows, and automations.
- Coordinated IT purchasing activities, managing equipment acquisition either directly with suppliers or via the SEAT Purchasing department.
- Maintained departmental documentation and knowledge base in Notion.

Skills: Advanced IT Support, GSuite Admin, JIRA administration, Application & License Management.

CONTACT

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📍 Terrassa, Barcelona

🌐 in/valero89

🌐 AWS Portfolio

SKILLS

AWS Services	2 years
Terraform	1 year
Linux	1 year
Python	6 months
Networking	5 years
IT Operations	8 years
I. Management	8 years

EDUCATION

HNC - Network & IT Systems Admin (2014)

VET - IT Systems Exploitation (2008)

CERTS

Studied: C1 Advanced English (EOI - 2026)

Terraform Associate cert. (2025)

First Certificate of English (EOI - 2025)

AWS Solutions Architect Associate (2024)

AWS Cloud Practitioner (2023)