

Michael Abernathy

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Azure platform engineer transitioning into DevOps/Platform roles, with expertise in automation, infrastructure-as-code, and cloud governance. Skilled in Azure Policy, ARM/Bicep/Terraform, PowerShell, Python, and KQL, applying these to streamline deployments, improve operations, and strengthen platform reliability. Recognized for delivering 5.0 CSAT with 70% of cases closed within 10 days, and awarded Q2 2025 Top Developer and Developer MVP. Recent projects include building a production-ready Azure DevOps CI/CD pipeline with Terraform and deploying cloud-first applications using Azure Functions, Cosmos DB, and API Management.

Skills

Cloud & Infrastructure-as-Code

- Azure Policy, Resource Graph, API Management, ARM/Bicep/Terraform, Lighthouse, Blueprint, Batch, Cloud Services, Azure Functions, Cosmos DB, Static Web Apps

CI/CD & Source Control

- Azure DevOps Pipelines, Git/GitHub, GitHub Actions, Infrastructure validation (tfsec, Checkov)

Automation & Scripting

- PowerShell, Python, Azure CLI, REST APIs, KQL, Fiddler

Observability & Monitoring

- Azure Monitor, Log Analytics, Application Gateway diagnostics, networking integrations

Networking & Security

- DNS, private endpoints, VNet/subnetting, VNet peering, ExpressRoute, RBAC/governance

Data & Productivity

- MySQL (admin/query), Excel (macros, pivots, dashboards), VBA

Professional Experience

Microsoft - Technical Support Engineer 2 (Azure Platform Technical Support - Developer)

Contract | Oct 2023 - Present

- Handled complex cases across Azure Policy, ARM/Bicep/Terraform deployments, API Management, Resource Graph, Batch, Cloud Services, Lighthouse, and Blueprint, helping enterprise customers stabilize and manage their environments.
- Worked directly with Azure engineering teams to reproduce bugs and regressions, sharing findings that sped up fixes and reduced repeat issues.
- Used PowerShell, Python, KQL, and REST APIs along with tools like Fiddler, VS Code, and Visual Studio to investigate and troubleshoot problems more efficiently.
- Maintained a 5.0 CSAT and closed 70% of cases within 10 days; awarded Q2 2025 Top Developer and Developer MVP for consistently delivering high-quality solutions and mentoring peers.

Microsoft - Fintech Analyst 2 (Azure Subscription Management)

Contract | Apr 2022 - Oct 2023

- Supported customers with Azure portal and subscription management, including sign-in issues, ownership transfers, sponsorship entitlements, and resource moves.

- Strengthened governance, cost control, and security by resolving usage disputes, facilitating credits/remediations worth hundreds of thousands of dollars, and addressing fraudulent or compromised accounts.
- Built automation and reporting tools in Excel/VBA that replaced manual workflows with dashboards for performance, scheduling, and onboarding-adopted across multiple support centers.
- Served as a technical lead apprentice, mentoring peers, reviewing credits/escalations, and maintaining a perfect 5★ CSAT with over 100 five-star surveys.

CaptionCall - Team Lead Supervisor / Consultant

Dec 2019 - Apr 2022

- Supervised 30-40 captioning agents, providing coaching, corrective action, and monthly 1-on-1 feedback that raised team performance and maintained high compliance in accuracy, schedule adherence, and professionalism.
- Developed and maintained a comprehensive Excel/VBA automation system adopted across multiple centers, streamlining roster management, KPI tracking, attendance, scheduling, and reporting. The tool included automated email distribution, bug reporting, backup/recovery, and real-time dashboards, cutting administrative work by ~80% and reducing errors.
- Served as the local IT liaison, troubleshooting and installing PC hardware to reduce downtime and keep operations running smoothly.
- Trained supervisors on Excel-based reporting tools, MS Office, and leadership practices, improving tool adoption and onboarding effectiveness across teams.

CaptionCall – Center Lead Mentor

Jul 2018 – Dec 2019

- Directed onboarding and training for new captioning agents, running daily and weekly orientation sessions, coordinating testing, and supervising a team of ~30 mentors who provided 1-on-1 trainee support.
- Developed VBA automation to grade transcript accuracy tests, cutting grading time by 95% (from 10–15 minutes to seconds) across 50+ transcripts daily; later adopted at all U.S. centers.
- Automated creation of new-hire packets, reducing a weekly 1–2 hour task to a few seconds.
- Reduced average new-hire training time by ~33% and raised average trainee test call scores by 8% through improved processes and automation.
- Supported applicant testing and onboarding, improving retention and ensuring new hires were job-ready.

Projects

- **Azure DevOps Terraform Pipeline** — Production-ready CI/CD pipeline with multi-stage deployments, security scanning (tfsec, Checkov), validation, and Git tagging. [\[GitHub link\]](#)
- **PokeData** — Enterprise-grade card pricing platform built with Azure Functions, Cosmos DB, Static Web Apps, API Management, and GitHub Actions. Supports real-time data across 555+ sets. [\[Link\]](#) [\[Source Code\]](#)
- **Blackjack Game** — Full-featured Python/Tkinter and web implementation with persistent balance tracking, responsive design, and custom graphics. [\[Link\]](#) [\[Source Code\]](#)
- **Supervisor Automation Suite (CaptionCall)** — Excel/VBA automation adopted by 50+ supervisors across three centers, cutting reporting/admin work by ~80% and saving 20+ hours weekly. [\[Link\]](#)

Education

Metropolitan State University of Denver - Denver, CO

- Bachelor of Science in Computer Science (*In Progress*)

Professional Development - Udemy Courses

- *The Modern Python 3 Bootcamp* and *The Ultimate MySQL Bootcamp* - Completed

Certifications: Microsoft Certified: Azure Fundamentals (AZ-900); pursuing Azure Developer Associate (AZ-204).