

GILBERT DE LEON

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SUMMARY

Cloud and AI engineer with 10+ years across enterprise networking and Azure support, currently shipping production AI agents and custom MCP servers that automate case handling, documentation, and diagnostics for Microsoft Azure Networking. I have strong hands-on track record in BGP, SD-WAN, VPN, DNS, load balancing, Linux/Unix, and hybrid-cloud connectivity, including complex Azure services and AWS. Led network deployments spanning 150+ facilities and 300+ sites; built Python/Bash automation and authored runbooks and change-control documentation that improved deployment reliability and incident response.

EXPERIENCE

Azure Networking Support Engineer, **Microsoft**

06/2022 – Present

- Built some of the first AI agents on a new internal Azure support automation platform, now helping dozens of newly onboarded networking engineers across global hubs handle cases faster.
- Built AI agents and custom MCP servers that automate case follow-ups and documentation, cutting average response time roughly in half and decreasing the research time spent by the engineers.
- Troubleshooted complex Azure and hybrid-cloud networking including DNS, VPN, load balancing, Private Endpoint.
- Served as SME for Azure Load Balancer performance and reliability testing, authoring runbooks and operational procedures used during maintenance windows and change management.

Solutions Support Engineer, **Valid**

11/2020 - 06/2022

- Supported AWS networking architectures and VPN connectivity for eSIM authentication services, coordinating with telecom partners and internal teams to maintain secure, reliable WAN connectivity.
- Maintained Zabbix monitoring and alerting to identify capacity trends, troubleshoot performance issues, and improve visibility across cloud and on-prem environments.
- Developed Python solutions on AWS that accelerated eSIM adoption by 300% and contributed \$500K/year in new revenue while improving scale and operational efficiency.



Network Administrator, **Telefonica**

11/2019 - 11/2020

- Led design and deployment of a \$200M+ nationwide schools' network across 150+ facilities, implementing BGP and SD-WAN routing for resilient enterprise connectivity and capacity growth.
- Installed and managed datacenter routers, switches, F5 load balancers, and Check Point firewalls, supporting high-availability interconnects, secure traffic flows, and ongoing network operations.



Network Connectivity Engineer, **Schlumberger**

01/2017 - 02/2019

- Designed a BGP-based network spanning 300+ sites, improving routing performance for global operations and reducing recurring connectivity costs by more than \$1M/year.
- Configured and supported 200+ Cisco routers and switches, using standard runbooks and automation practices to accelerate deployments and maintain reliable network operations.

EDUCATION

- **Bachelor of Engineering** – Electronics and Telecommunications Engineering, Autonoma del Caribe University, Colombia (2013)

SKILLS

- Routing & Internet Protocols: BGP, WAN routing, VPN, traffic engineering.
- Enterprise & Cloud Networking: Azure networking, AWS networking, DNS, load balancing, hybrid connectivity, AFD.
- AI / Agentic Tooling: AI agent authoring, MCP, Github Copilot, evaluation for LLM agents, prompt design.
- Automation & Scripting: Python, Bash, shell scripting, workflow automation, Azure DevOps.
- Monitoring, Alerting & Capacity Planning: Zabbix, Grafana, telemetry, performance tuning.
- WAN & Datacenter Infrastructure: SD-WAN, routers, switches, datacenter interconnects, high availability.
- Load Balancing & Security: F5, Check Point.
- Operating Systems & Operations: Linux/Unix, troubleshooting, change control, technical documentation.
- Cloud Platforms: Azure, AWS, GCP.

CERTIFICATIONS



Azure Administrator
Associate



Azure AI Engineer



AWS Solutions Architect
Associate (Expired)



Cisco CCNP
(Expired)