

# Shing Ho (Moses) Tan

Cloud Engineer · Security Specialist · AI & Data Analyst

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AZ-900 · ITIL 4 · Google Cybersecurity

Google AI Essentials

Certified Cloud, Security, and AI professional with 20+ years in IT, currently delivering cloud-first solutions at a Managed Service Provider (MSP). Holds Microsoft Azure AZ-900, ITIL 4 Foundation, Google Cybersecurity, and Google AI Essentials credentials — with AWS certification actively in progress. Expert in designing scalable Azure architectures, hardening security postures, automating workflows, and transforming raw data into business intelligence using Python, SQL, Tableau, and Power BI. Proven track record supporting enterprise and First Nations clients with end-to-end infrastructure, cloud migrations, and cybersecurity solutions.

## WORK EXPERIENCE

### IT Support Specialist (Cloud & Security)

Jan 2023 – Present

AD Micro Technology · Richmond, BC

- Reduced client system downtime by 99% through proactive Azure-based monitoring, rapid incident response, and preventive maintenance.
- Deployed Microsoft Azure environments for MSP clients: Tsleil-Waututh Nation, Fine Choice Foods, Hys Steakhouse, Northview Golf, Tsawwassen Springs Golf, and First Nations Fisheries Council.
- Improved system performance by 50% through optimized cloud migrations, integrations, and automation workflows.
- Secured on-premise and cloud environments with advanced threat detection, backup solutions, and cybersecurity compliance controls.
- Administered multi-vendor enterprise networks: SonicWall, Meraki (Networking & MDM), Aruba, Cisco, Palo Alto, and Sophos.

### Digital Marketing Strategist

Jan 2018 – Present

Freelance / Self-Employed · Burnaby, BC

- Grew social media engagement by 50% through data-driven audience analysis, trend monitoring, and targeted campaigns.
- Increased brand visibility by 30% via managed account strategy and CRM-powered marketing funnels.
- Designed graphics and marketing materials improving user interaction metrics by 50%.

### Network Administrator

Jul 2005 – Dec 2018

Concord Pacific Developments Inc. · Vancouver, BC

- Upgraded Windows Server environments (2000 → 2008 → 2012) across 10 office locations, enhancing reliability and performance.
- Deployed remote desktop access infrastructure, significantly improving operational efficiency across all offices.
- Migrated 150 users from MDAemon to Exchange 2013 ensuring seamless email continuity and full data integrity.

### IT Support Specialist

May 2004 – Jun 2005

Metasoft Systems Inc. · Vancouver, BC

- Maintained head-office systems enabling secure remote access and work-from-home capabilities for global non-profit clientele.

## EDUCATION

### Bachelor of Science — Computer Science

University of Portsmouth · 2002 – 2003

## CORE SKILLS

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<b>Cloud</b>	Azure (AZ-900), AWS (in progress), Azure AD, Cloud Migration, Backup & DR, Virtualization	<b>Security</b>	Google Cybersecurity, SonicWall, Palo Alto, Sophos, VPN, PCI DSS, ITIL 4, Threat Detection
<b>Networking</b>	Meraki, Aruba, Cisco, TCP/IP, DNS, DHCP, LAN/WAN, Firewalls	<b>Data</b>	Python, SQL, Tableau, Power BI, Excel (Advanced), Google Sheets, Business Intelligence
<b>AI &amp; Auto</b>	Claude Code, ChatGPT, Gemini, Grok, OpenArt, Prompt Engineering, AI Deployment, GoHighLevel, Workflow Automation, Predictive Modeling	<b>Web</b>	WordPress, HTML5, CSS, PHP, SEO, MailChimp, Adobe Photoshop, Google Suite, CRM

## CERTIFICATIONS

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### Microsoft Azure Fundamentals (AZ-900)

Microsoft · Sep 2024

### Google Cybersecurity Professional

Google / Coursera · Aug 2024

### Google AI Essentials

Google · Sep 2024

### ITIL 4 Foundation

Aug 2025

### Certified Prompt Engineer

IncA1 Texas Marketing · Aug 2023

### Python for Data Analytics

Kodree · Oct 2025

### Google Sheets for Data Analytics

Kodree · Oct 2025

### Tableau Basics

Kodree · Oct 2025

### Excel Advanced

Kodree · Oct 2025

### SQL Basics

Kodree · Sep 2025

### Python Fundamentals & Python Basics

Kodree · Oct 2025

### PCI DSS Masterclass

EC-Council · Mar 2023

### Introduction to Cybersecurity

EC-Council · Mar 2023

### Information Security for Dummies

EC-Council · Mar 2023

### Beginner's Cyber Security Awareness Training

EC-Council · Apr 2023

## LANGUAGES

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### SPOKEN

English

Cantonese

Mandarin

### WRITTEN

English

Chinese

## KEY SERVICES

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### Cloud Engineering

Azure setup, migration & optimization, hybrid cloud integrations, cost reduction, and scalable infrastructure design.

### Cybersecurity

Security assessments, threat detection, compliance hardening across SonicWall, Palo Alto, Sophos, Cisco, and Meraki.

### AI & Data Analytics

Business intelligence dashboards, predictive modeling, and ML integration using Python, Power BI, and Tableau.

### Web Dev & Automation

Custom WordPress sites, SEO optimization, and marketing funnel automation via GoHighLevel.

## ONLINE PRESENCE

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**Website** [mosestan.com](https://mosestan.com)

**LinkedIn** [linkedin.com/in/mosestan](https://linkedin.com/in/mosestan)

**Email** [info@mosestan.com](mailto:info@mosestan.com)

## CURRENTLY PURSUING

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**AWS Certified Solutions Architect** — Associate

Expanding multi-cloud capabilities beyond Azure