

# Paschal Ogu

(DevOps/Technical Support Engineer)

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## Professional Summary

Skilled DevOps Engineer with a solid background in building and maintaining robust, secure, and scalable infrastructure. Proficient in leveraging cloud technologies (Azure, AWS) to design and deploy cost-effective solutions. Experienced in implementing and managing CI/CD pipelines using tools like Jenkins and GitHub Actions. Strong knowledge of containerization platforms (Docker, Kubernetes) and configuration management tools (Terraform). Demonstrated ability to collaborate effectively with cross-functional teams to streamline development processes and enhance productivity. Find my technical blog here: [dev.to/paschalogu](https://dev.to/paschalogu).

## Skills/Competence

Python, Kubernetes, Docker, Linux, Jenkins, PowerShell, Git & GitHub, Ansible, Terraform, Windows, Linux Operating systems, Mac Operating Systems, Azure Active Directory, JavaScript, HTML & CSS, WordPress, Webflow, Markdown Syntax, Azure DevOps, Systems Design, Cloud Computing, Containerization, Virtual Machines, Server Administration, Troubleshooting, Research, Technical Writing, Documentation

Design Skills/Tools: Draw.io, Figma, Adobe XD, Photoshop, Canva

Customer Relationship Management Skills/Tools: Rave, Intercom, HubSpot, Microsoft Teams, Slack

Customer Management Systems: Notion, Microsoft Office Suites, GitHub, Wiki

## Work History

Jan '22 - Present: **DevOps/Technical Engineer**

*Freelance - Nig*

- Monitor automated build and continuous software integration process to drive build/release failure resolution.
- A solid understanding of networking and Core Internet Protocols (e.g., DNS, SMTP, HTTP, and distributed Networks)
- Write code and supported architecture in high-throughput systems.
- Build automation tools and applications to deploy next-generation platforms.
- Implemented best practices to protect data and assets.
- Deploy containers to Kubernetes nodes, Setup Kubernetes Cluster, AKS from scratch and manage Kubernetes objects.

- Write code and developed tools and integrations to meet cross-platform user needs.
- Used PowerShell Scripting and automation to move workloads and improve operations and support.

Oct '21 – April '23: **Technical Support Engineer || Microsoft**

*Tek Experts – Lagos, Nig*

- Supported everything related to the Microsoft Office 365 suite for enterprise users.
- Managed critical issues by setting customer expectations, devising and implementing action plans, and professionally communicate with all parties involved.
- Acted as the advanced technical contact, deliver advanced technical troubleshooting and problem-solving solutions for corporate customers including, issues escalated to the highest level of management.
- Collaborated with domain experts (SME's) and escalation managers when additional support is needed.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Performed root cause analysis of reported issues to enact corrections.

Jul '20 – Sept '21: **Technical Support Engineer**

*AndTrac Limited - Nig*

- Performed operational design reviews to determine feasibility and Usability impacts of new proposals.
- Analyzed operability requirements for App upgrades, website revamp and deployments.
- Ensured effective compliance of operations-related activities with the company standards and procedures.
- Interfaced between front-end and back-end developers to develop corrective actions to solve customer-related issues and complaints.

Key Achievement

- Recommended website revamp that improved user experience and increased product user base by 88%
- Promoted a reduction in outsourcing costs by managing digital platforms and increasing the company's online presence.

**Certifications**

June 2022 Google Africa Developer Training Program

- *Google Developers*

Mar 2022 Microsoft Certified Azure Fundamental (*Microsoft*)

Feb 2022 Microsoft Certified Security, Compliance, and Identity Fundamental - *Microsoft*

Sept 2021 McKinsey Forward Program. (*McKinsey & Company*)

Dec 2018 Fundamentals of Digital Marketing; Open University  
*Google Digital Garage*

## **Education**

2013 - 2018: **Bachelor of Engineering, Civil/Structural Engineering Technology**  
***Federal University of Technology Owerri, Nigeria***

- CGPA 4.08/5.00.
- Award: MTN Foundation Scholarship for Science and Technology.
- Icon of Leadership - National Association of Association of Civil Engineering, Students.

2006 - 2012: **West Africa Senior School Certificate**

*Pope JohnPaul II Model Secondary School Umunagbor Owerri, Nigeria*