Paschal Ikenna Ogu

(DevOps/Technical Support Engineer)

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Education:

2013 - 2018:   **Bachelor of Engineering, Civil 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

Technical Profile

Enterprise Technical Support Professional, with great troubleshooting and case-management skills. Skillfully resolved support requests with customer verification in Microsoft Exchange for enterprise and Azure support scope using GUI and PowerShell scripting. Passionate about developing solutions with continuous integration, continuous deployment, and an agile mindset on my GitHub repository. With the increasing demand for technology, I intend to improve and learn with an organization that has the vision to build, develop and scale globally.

Skills/Competence

DevOps Stack: Kubernetes, Docker, Linux, Jenkins, PowerShell, Git & GitHub, Ansible, Terraform
Web Development: JavaScript, HTML & CSS, WordPress,
Design: Figma, Adobe XD, Photoshop, Canva
C.R.M   Rave, Intercom, HubSpot,

Published Articles: https://dev.to/paschalogu
Working with Helm: Package Manager for Kubernetes, Set Up Terraform in your Jenkins Docker Container, Manage Profiles in VS Code

Work History

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

- Monitor automated builds and continuous software integration process to drive build/release failure resolution.
- Write code and support architecture in high-throughput systems.
- Build automation tools and applications to deploy next-generation platforms.
- Implement best practices to protect data and assets.
- Write code and develop tools and integrations to meet cross-platform user needs.

Oct '21 – Present: **Technical Support Engineer**
Tek Experts – Lagos, Nig

- Support everything related to the Microsoft Office 365 suite for enterprise users.
- Act 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.
- Collaborate with domain experts (SME's) and escalation managers when additional support is needed.
- Analyze issues to identify troubleshooting methods needed for quick remediation.
- Manage critical issues by setting customer expectations, devising, and implementing action plans, and professionally communicate with all parties involved.
- 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*)
March 2022	Microsoft Certified Azure Fundamental (*Microsoft*)
February 2022	Microsoft Certified Security, Compliance, and Identity Fundamental (*Microsoft*)
September 2021	McKinsey Forward Program. (*McKinsey & Company*)
December 2018	Fundamentals of Digital Marketing; Open University (*Google Digital Garage*)