

# Paschal Ogu

(DevOps/Technical Support Engineer)

Lagos, Nigeria | [Linkedin.com/in/paschal-ogu](https://www.linkedin.com/in/paschal-ogu) | +234 816 377 9347 | [ogupaschal16@gmail.com](mailto:ogupaschal16@gmail.com) | [www.paschalogu.com](http://www.paschalogu.com)

## PROFESSIONAL SUMMARY

Skilled DevOps Engineer with a solid background in building and maintaining secure, and scalable infrastructure. Proficient in designing and deploying cost-effective cloud solutions. Demonstrated ability to collaborate effectively with cross-functional teams to optimize development processes and boost productivity. I am detail-oriented with excellent interpersonal and communication skills. My skills and experience make me ideal for any DevOps role.

## SKILLS

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

**Design, CRM & CMS Skills:** Draw.io, Figma, Adobe XD, Photoshop, Canva, Rave, Intercom, HubSpot, Microsoft Teams, Slack, Notion, Microsoft Office Suites, GitHub, Wiki.

## WORK EXPERIENCE

### NDtrack Ltd – NG

**Lagos, Nigeria**

*Development and Operations (DevOps) Engineer,*

*January 2022 – Present*

- Developed streamlined technical and operational workflows to optimize business processes.
- Modernized product and systems architectural designs for best performance and regulatory standards.
- Monitor automated build and continuous integration process and reduced build/release failure/resolution time by 10%.
- Used PowerShell Scripting and automation to move workloads, improve operations and support businesses.
- Implemented best practices to protect data and assets, and improved security of infrastructure and staff through trainings, knowledge bases, wiki's and guides.
- Deployed containers to Kubernetes nodes, Setup Kubernetes Cluster, AKS from scratch and manage Kubernetes objects.

### Tek Experts (Microsoft Support Partner)

**Lagos, Nigeria**

*Technical Support Engineer M365 - L2*

*October 2021 – January 2023*

- 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, delivered advanced technical troubleshooting and solutions for corporate customers including, issues escalated to the highest level of management.
- Developed training materials and operational workflows for macro language processes, creating ten infographics and webinars called Seminars specifically for sign-up issues, password resets, and account conflict queues.
- Collaborated with domain experts (SME's) and escalation managers when additional support is needed.
- Improved and identified issues and bugs, including outages and account conflicts using Rave and Microsoft Office apps.

### NDtrack Ltd – NG

**Lagos, Nigeria**

*Technical Support Engineer*

*July 2020 – September 2021*

- Recommended website revamp that transformed user experience and increased product user base by 48%.
- Analyzed operability requirements for app upgrades, website revamp and deployments.
- Interfaced between front-end and back-end developers to develop corrective actions to solve customer-related issues.
- Promoted a reduction in outsourcing costs by managing digital platforms and increasing the company's online presence.
- Collaborated with senior management including digital marketing director to raise awareness to 1,000+ followers on social media, using different marketing techniques to gain followers weekly on Facebook and Instagram.
- Ensured effective compliance of operations-related activities with the industry standards and procedures.

## CERTIFICATIONS

*Postman API Fundamentals Student Expert – Postman Academy*

*July 2023*

*Google Africa Developer Training Program – Google Developers*

*June 2022*

*Microsoft Certified Azure Fundamental – Microsoft*

*March 2022*

*Microsoft Certified Security, Compliance, and Identity Fundamental – Microsoft*

*February 2022*

*McKinsey Forward Program. - McKinsey & Company*

*September 2021*

*Fundamentals of Digital Marketing; Open University – Google Digital Garage*

*December 2018*

## EDUCATION

**Federal University of Technology Owerri (FUTO)**

*B.Eng. in Civil/Structural Engineering Technology.*

**Nigeria**

*2013 – 2018*