

# Aaron Omale

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## WEBSITES, PORTFOLIOS, PROFILES

- <https://arphaxad.dev>
- <https://www.linkedin.com/in/aaron-omale-7bb6b5156>

## PROFESSIONAL SUMMARY

Versatile IT Support and Software Developer with over 3 years of experience providing technical support, deploying solutions, and troubleshooting complex issues. Skilled in ensuring seamless IT operations and delivering top-notch customer service in fast-paced environments. Strong collaborator with a proven track record of maintaining effective relationships across teams and stakeholders.

## SKILLS

**Technical Skills:** IT support, hardware and software deployment, remote troubleshooting, Linux, Windows, Active Directory, WSUS, MS Intune, network administration, Ansible, Grafana, Git, Jira, Bash scripting, PowerShell, Docker, web development (JavaScript, Node.js, React), database management, automated testing, Selenium, Jest, PHP, WordPress.

**Professional Skills:** Strong communication skills, customer-focused, problem-solving, team-building, collaborative spirit, autonomy, ability to train users, documentation, attention to detail.

## WORK EXPERIENCE

**Deployment & Tech Support Engineer, Artefactual System** | Surrey, BC May 2024 – Present

- Deploy scheduled software upgrades to hosted customers using Linux-based environments, leveraging automation tools such as Ansible to streamline processes and minimize manual intervention.
- Orchestrate the deployment of new hosted customer instances on cloud platforms like AWS, OVH or Azure, optimizing resource allocation and ensuring scalability and reliability.
- Investigate and resolve customer-reported issues and monitoring system alerts using Grafana, employing a combination of technical expertise, and troubleshooting skills to ensure prompt resolution and maximum customer satisfaction.

**Software Developer (Volunteer), Peace Geeks** | Vancouver, BC May 2023 – July 2023

- Collaborate with the engineering team to develop innovative features and enhance the Welcome to Canada mobile application using Typescript and React-Native.
- Maintained high standards for code quality through regular reviews and refactoring, optimizing application performance and ensuring a seamless user experience.
- Conducted thorough investigations into reported issues, debugging to pinpoint root causes and implementing effective solutions for swift resolution.

**Front-End Engineer, Traders Eco | Vancouver, BC**

Nov 2021 – Nov 2022

- Ensured quality of web apps and user stories by performing thorough testing using Jest, improving test coverage by 50%.
- Led a cross-functional team to build and maintain the Bagley Tools web app, resolving technical issues and optimizing system performance for enhanced user satisfaction.
- Accelerated the development of email templates from Figma designs using Bee Pro and HTML, resulting in a 10% increase in user interaction.
- Optimized web applications by implementing a smooth CI/CD workflow using GitHub and hosting on AWS Amplify, resulting in improved app performance and faster deployment times.

**Full Stack Developer (Freelancer), Upwork**

April 2021 - Nov 2021

- Developed websites for start-ups using relevant technologies in response to their business needs which improved online presence and sales. Their digital presence improved by 10%.
- Managed communication with clients to understand project requirements and deliver tailored solutions, ensuring high levels of customer satisfaction.
- Built a security software for Nigerian Airforce Base, Kaduna using Python/Django to register base residents for documentation and verification, which increased their residence coverage to 90%.

**IT support, Nigerian Defense Academy | Nigeria**

Feb 2019 - Feb 2020

- Served as the first line of contact for technical concerns within the Faculty of Military Science and Interdisciplinary Studies, efficiently troubleshooting and resolving issues to ensure seamless operations.
- Perform System configuration and account management using Active Directory.
- Provided hands-on support and guidance to staff, streamlining the deployment and configuration of new hardware and software, and enhancing overall office efficiency.
- Collaborated closely with faculty and administrative staff, delivering personalized IT support and training to improve their proficiency with essential software applications and equipment.

**EDUCATION AND CERTIFICATES****DOUGLAS COLLEGE | NEW WESTMINSTER**

2025\*

Post-Degree Diploma: Emerging Tech - Computing and Information Systems

**FEDERAL UNIVERSITY OF TECHNOLOGY | NIGER, NIGERIA**

2018

Bachelor of Technology: Concentration: Geography (Remote Sensing)

**OTHER EXPERIENCES**→ **Web Developer, MTI Technologies** - Nov 2020 - March 2021 – Nigeria→ **Delivery Partner, GiftBasketsOverseas** - June 2015 - Nov 2022 - Nigeria