

Wasiu Ibrahim

Experienced Senior SaaS Support Engineer with a proven track record in troubleshooting, optimizing platform performance, and delivering exceptional customer experiences. Skilled in system integration, API support, and managing escalations, with a strong focus on efficiency and reliability in SaaS environments.

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Cleveland Ohio 44103
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EXPERIENCE

Aya Healthcare, US Remote — *Software Engineer*

JAN 2021 - PRESENT

LLM, AI Integration, Typescript, Infrastructure, Nextjs, Database,
Cloud Infrastructures, CI/CD Pipeline, Code architecture.

Leo Phoenix, US Remote — *Full-Stack Engineer*

SEP 2018 - JAN 2021

Express, .Nestjs, JavaScript, TypeScript, DevOps, Nextjs, SQL,
Cloud Infrastructures, End-user support, Code architecture.

ZenAdmin, Germany — *Software Engineer(Frontend)*

JAN 2014 - AUG 2018

JavaScript, .NET MVC, SQL, React, Azure, Redux, Context API,
Cypress, npm, yarn, Git, Material-UI, Axios, REST APIs.

EDUCATION

Kent State University, Ohio — *B.Sc*

GRADUATION - 2019

Computer Science - B.S

Lakeland Community College, Ohio — *AAB*

GRADUATION - 2017

Comp Science/Software Eng (9259), AAB

LANGUAGES

English — *Native and Bilingual*

German — *Conversational*

SKILLS

SaaS Platform Expertise
API Troubleshooting
Networking Fundamentals
Database Knowledge
System Administration
Monitoring Tools
Scripting
Version Control
DevOps Concepts
Incident Management.

TECH STACKS & TOOLS

Scripting: JavaScript, TypeScript, Express.js, Bash, or PowerShell.

System Administration:

Linux/Unix and Windows server environments.

Monitoring Tools: New Relic, Datadog, or Splunk.

API Troubleshooting: RESTful APIs and debugging API integrations.

Networking Fundamentals: DNS, HTTP/HTTPS, firewalls, VPNs, and load balancers.

DevOps Concepts: CI/CD pipelines, Docker, and tools (Kubernetes).

Incident Management: Expertise in handling outages and ensuring high availability.