

# Ikeogu Chidera

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Github: [www.github.com/AveChidera](https://www.github.com/AveChidera) — LinkedIn: [www.linkedin.com/in/chideraikeogu](https://www.linkedin.com/in/chideraikeogu)

## Professional Summary

Results-driven Support Engineer with experience in providing technical support and ensuring optimal performance of cloud environments. Proficient in troubleshooting complex issues, optimizing cloud resources, and delivering exceptional customer service. Skilled in various cloud platforms including Amazon Web Services (AWS) and Microsoft Azure. Strong problem-solving abilities and a commitment to delivering high-quality solutions to meet client needs. Excellent communication skills and a proven track record of building positive relationships with clients and cross-functional teams. Adept at prioritizing tasks, managing workload efficiently, and thriving in fast-paced environments. Continuously staying updated with the latest cloud technologies and best practices to drive innovation and achieve successful outcomes.

## Projects

- Hosted a Static Website in AWS using S3 bucket, Route53, Certificate Manager, and CloudFront
- Setup a CI/CD Pipeline in AWS
- Deploy Scalable VPC Architecture on AWS cloud

## Experience

### Network Security Engineer

*January 2022 - April 2023*

Tizeti Network Limited

- Proficiently administered and monitored linux servers, proactively handling day-to-day issues, hardware failures, log file analysis, backups, configuration changes, and documentation.
- Successfully installed and configured a wide range of telecommunications equipment, including Ruckus APs, Ubiquiti switches, Airfiber Ubiquiti radios, Mikrotik routers, Cambium Aps (ePmP 1000, ePmP 3000), and Cambium routers (e500 CnPilot).
- Conducted thorough radio frequency analysis and planning, efficiently allocating bandwidth, and implementing maintenance and troubleshooting tasks for Ubuntu servers.
- Expertly commissioned and integrated sites, skillfully configuring BGP, WAN, LAN, VLAN, and IP routing to ensure seamless connectivity.
- Proactively monitored network performance, meticulously analyzing data to identify and implement improvements and optimizations.

### Expresswifi by Facebook Network Engineer

*January 2019 - January 2022*

Tizeti Network Limited

- Significantly improved network performance and dependability through consistent hardware and software maintenance, proficiently analyzing technical challenges, and ensuring uninterrupted system availability for users. Demonstrated measurable enhancements in network efficiency and user satisfaction.
- Successfully installed On-premises Cnmaestro on an Ubuntu server, streamlining device management and configuration. This implementation yielded heightened system control and operational efficiency.

- Displayed expert proficiency in configuring cambium radios and base station routers, resulting in seamless network connectivity and optimized performance. Evidenced quantifiable improvements in network reliability and throughput.
- Deployed an on-premises monitoring tool for device supervision and configuration, leading to enhanced visibility and control over network devices. This implementation significantly bolstered monitoring capabilities and expedited troubleshooting processes.

**Technical Support Engineer**  
Tizeti Network Limited

*April 2018 - January 2019*

- Conducted successful onboarding for new customers through structured project plans, phone calls, and live training sessions, ensuring seamless integration and user adoption.
- Provided prompt and efficient responses to customer support requests via Intercom, emails, and social media, resolving technical issues and addressing inquiries effectively.
- Developed comprehensive help documentation for new products, features, and end-user workflows, simplifying complex topics for easy understanding by clients.
- Identified and reported product bugs and technical issues to the Tech team using Jira, enabling timely resolutions and improvements.
- Gathered valuable client feedback and requests, ensuring accurate reporting to internal stakeholders for continuous product enhancements.
- Maintained a positive and empathetic approach while addressing customer problems, leading to high customer satisfaction and retention.

## Tech Skills

- AWS: EC2, Lambda, Elastic Beanstalk, S3, Glacier, Storage Gateway, RDS, DynamoDB, VPC, CloudFront, Route 53, API Gateway, IAM, Cognito, AWS Organizations, CloudWatch, CloudFormation, CloudTrail, AWS Systems Manager.
- Infrastructure-as-Code: CloudFormation, AWS Serverless Application Model (SAM), Terraform
- Containerization: Docker, Kubernetes
- Configuration Management: Ansible
- Programming Languages/Web: Python, Linux, HTML, CSS
- Networking: Strong knowledge of TCP/IP, Wi-Fi Network Systems, DNS, DHCP, VPN, Wireshark
- Collaboration Tools: Slack, Microsoft Teams, Zoom, Google Workspace, 0365, Active Directory
- Virtualization Technologies: VMware, VirtualBox
- Remote Support: TeamViewer, AnyDesk

## Hobbies

- Watching Movies
- Listening to Music

## Soft Skills

- Problem Solving
- Collaboration
- Continuous Learning

## Links

- Github: [www.github.com/AveChidera](https://www.github.com/AveChidera)
- Linkedin: [www.linkedin.com/in/chideraikeogu](https://www.linkedin.com/in/chideraikeogu)

## Certifications

- AWS Solutions Architect Associate – Certified (2023)
- AWS Certified Cloud Practitioner – Certified (2022)
- IBM Cybersecurity Analyst Professional Certificate (2022)
- Microsoft Certified: Security, Compliance, and Identity Fundamentals (2022)
- Scrum Fundamental Certified (2022)
- ICSI/CNSS Certified Network Security Specialist (2020)
- NSE 2 Network Security Associate (2020)

## Education

**UNIVERSITY OF NIGERIA, NSUKKA**

Bachelor of Engineering; Major in Electronic Engineering

*Enugu, Nigeria*  
*2012-2017*