

Chiemela Umeh

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TECHNICAL SKILLS

Languages: Python, C/C++, SQL, JavaScript, GoLang

Certifications: AWS Certified Solutions Architect Associate (SAA-003) IAM, S3, EC2, RDS, SQS, Lambda, CloudFront

Frameworks: Django, React, Node.js, Flask, WordPress, Material-UI, FastAPI

Developer Tools: Git, Docker, Linux, Artifactory, Jenkins, Kubernetes, Azure, NoSQL, Terraform, Ansible

EDUCATION

University of Houston

Bachelor of Science in Computer Science, Minor in Mathematics, GPA: 3.28

Houston, TX

Jan. 2023 – Dec. 2024

Galvanize Coding Bootcamp

Full Stack Web Development Certification

Remote

July 2022 – Nov. 2022

Southern Arkansas University

Associate's of Science in Mechanical Engineering

Magnolia, AR

Jan. 2016 – Dec 2017

EXPERIENCE

Support Engineer

Viasat

Feb. 2024 – Present

Remote, US

- Configured and optimized IP addressing schemes, including subnetting and VLAN routing, ensuring seamless communication across multi-tier architectures and enhancing system reliability for 500+ devices
- Optimized support workflows by integrating ticketing systems with third-party tools, reducing processing time by 10 minutes per ticket
- Monitored and escalated issues for 60,000+ network devices, ensuring 99% uptime and improved satisfaction
- Resolved DNS and network issues for 200+ devices monthly, reducing resolution times by 5%
- Awarded Employee of the Month (April 2024) for exceptional support in hardware, TCP/IP, DNS, HTTP/HTTPS, peripherals, and network connectivity across 2,500+ systems
- Resolved over 20 application bugs, ensuring seamless functionality and increasing user satisfaction by 10%
- Provided technical support for 30+ users, resolving 95% of software and algorithm-related issues to enhance productivity

Full Stack Software Engineer

Payday

Feb. 2023 – Jan. 2024

Remote, US

- Developed RESTful APIs with Python, enhancing inter-system communication and data exchange efficiency by 25%
- Led the migration of legacy front-end code to React, optimizing page load times and user interface consistency across various devices and browsers
- Implemented multi-threading and socket programming, improving backend system performance by 15%
- Executed performance tests to validate system reliability, meeting benchmarks and boosting uptime by 20%
- Migrated over 800,000 MongoDB documents to MySQL, reducing query time by 10%
- Optimized existing NodeJS based backend systems, resulting in a 45% reduction in server response times and a 30% decrease in system downtime, which directly improved the application's reliability and performance metrics
- Automated deployment pipelines on Azure, reducing deployment time by 40% and decreasing release cycles from three weeks to one week

Systems Operations Team Lead

U.S. Army

Aug. 2019 – Dec. 2022

Fort Hood, TX

- Managed network infrastructure upgrades for 200+ devices, reducing downtime by 35% and improving overall team efficiency
- Led a team of 6 personnel to resolve complex communication and geolocations system issues, reducing system downtime by 30%
- Established support and repair services for the supply team, increasing average equipment availability from 13 days to over 22 days

PROJECTS

- Chiemela Furniture Store** | *JavaScript, Node, React, Redis MySQL, Docker* Jan. 2024 – May 2024
- Developed a full-stack web application using MERN serving a REST API with React as the frontend
 - Used Redis for handling asynchronous tasks and improving system performance
- Online Calculator** | *JavaScript* Nov. 2023 – Jan. 2024
- Designed and implemented a responsive calculator application using vanilla JavaScript, HTML, and CSS
 - Implemented dynamic DOM manipulation to handle complex user interactions and input validations
- DevOps CI/CD Pipeline** | *Jenkins, Python, Linux, AWS* Aug. 2024 – Nov. 2024
- Automated software deployment using a Jenkins CI/CD pipeline, reducing errors and improving efficiency
 - Integrated testing, deployment, and monitoring with Bash scripting, ensuring consistent production updates

PUBLICATIONS

- Medium** | *Author* Nov. 2023 – Present
- Wrote articles on software engineering, DevOps, and cloud computing, with a focus on automation, system architecture, and best practices for developers.
 - * *"Deploy A nodejs App on AWS EC2 instance — Step by Step"*
 - * *"How to create AWS EC2 Instance and set up Jenkins."*
 - * *"How to Install SonarQube using Docker-Compose on Ubuntu Linux— Perform code analysis using SonarQube (integration with Jenkins)"*