

Chiemela Umeh – Cloud Engineer

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CERTIFICATIONS & TECHNICAL SKILLS

- AWS Certified Solutions Architect Associate (SAA-003) – S3, EC2, RDS, VPC, CloudFront, Route 53
- Kubernetes, Linux, Docker, Python, Git, Jenkins, SQL, Agile, JavaScript, Node.js, Terraform, Web API

EXPERIENCE

Viasat – Technical Support Representative – Remote Feb 2024 – Present

- Monitored and escalated issues for over 60,000 network devices, including access points, control gateways, and switches, ensuring 99% equipment uptime and enhancing customer satisfaction
- Troubleshoot and resolved DNS issues on Android, iOS, and Windows platforms for over 200 customer devices monthly, reducing average resolution time by 5%.
- Awarded Employee of the Month (April 2024) for delivering exceptional technical support on hardware, TCP/IP, peripherals, and network connectivity across 2,500+ systems

Payday – Software Engineer Intern – Remote May 2023 – Jul 2023

- Collaborated with other interns to maintain payment APIs processing an average of \$45,000 daily; co-developed a rate-limiting algorithm using Node.js, reducing malicious requests by 15%
- Successfully migrated over 800,000 MongoDB user documents to a MySQL database, reducing query time by 10%
- Leveraged AWS services to streamline code quality checks and integrate SonarQube plug-ins on Jenkins, leading to a 10% reduction in code defects and improved software quality

U.S. Army – Team Lead – Fort Hood, TX Aug 2019 – Dec 2022

- 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
- Coordinated with operations department leads to address business challenges and implement purchasing strategies, meeting requirements totaling over \$35,000

EDUCATION

University of Houston – Bachelor of Science (B.S.), Computer Science Expected Graduation: Dec 2024

- Demonstrated proficiency in data structures, algorithms, and object-oriented programming through coding workshops using Python

Galvanize Inc. – Software Engineering Apprenticeship, Remote Aug 2022 – Nov 2022

- Completed an 18-week intensive software engineering program with over 1,000 hours of hands-on experience building full-stack applications using JavaScript, React, Node.js, Express.js, and SQL

PROJECTS

- **Online store** ([demo](#)) – JavaScript e-commerce application enabling users to purchase furniture
- **Portfolio** ([demo](#)) – Developed a portfolio website showcasing professional skills and qualifications
- **DevOps** ([demo](#)) – Jenkins CI/CD pipeline automating software deployment to a production environment
- **Online Calculator** ([demo](#)) – Linux EC2 hosted online calculator developed using vanilla JavaScript
- **Post board** ([demo](#)) – Developed React and Node.js application allowing users to discuss social interests