Chiemela Umeh – Software Engineer

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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
- Troubleshot 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, Security Mobility Team – Remote   May 2023 – Jul 2023

- Practiced paired Improved code quality, reducing defects by 15% and boosting productivity by 12% through paired programming and test-driven development
- Executed performance tests to validate system reliability under load, ensuring compliance with user performance benchmarks and increasing uptime by 20%
- Successfully migrated over 800,000 MongoDB user documents to a MySQL database, reducing query time by 10%
- Developed and optimized RESTful APIs using Python, enabling seamless communication between systems and improving data exchange efficiency by 25%.

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   Dec 2024

- Led Python workshops on data structures, algorithms, and OOP, mentoring 30+ peers and enhancing their skills.
- Organized inclusion and diversity events, increasing STEM participation by 25% and supporting veteran student transitions.
- Secured 2nd place out of 20+ teams in a 48-hour code marathon by developing a serverless app using AWS Lambda and DynamoDB.

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

CERTIFICATIONS & TECHNICAL SKILLS

- AWS Certified Solutions Architect Associate (SAA-003) – S3, EC2, RDS, VPC, CloudFront, Route 53
- Linux, Redis, SQL, Python, AWS, DynamoDB. Serverless, Terraform, Node.js, OAuth, REST, MySQL