

Chiemela Umeh – Software Engineer

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TECHNICAL SKILLS

- Software Development – Python, JavaScript, Node.js, React/Redux, HTML, CSS, RESTful API
- Dev. Tools / DevOps – Git, Linux, Jenkins, SQL, Agile, AWS, Docker, Terraform, Artifactory

EXPERIENCE

Viasat – Technical Support Representative – Remote Feb 2024 – Present

- Monitored and escalated issues for over 60,000 network devices including access points, network control gateways, switches, ensuring equipment high availability and customer satisfaction
- Successfully troubleshooted and resolved DNS issues on Android, iOS and Windows platforms for over 200 customer devices monthly, reducing average resolution time by 5%.
- Awarded April 2024 employee of the month for providing exceptional technical support for hardware, TCP/IP issues, peripheral devices, and network connectivity across over 2500 systems

Payday – Technical Support Engineer – Remote May 2023 – Jul 2023

- Maintained payment APIs that processed an average of \$45,000 daily. Developed a rate-limiting algorithm using Node.js which led to a 15% decrease in malicious requests
- Successfully migrated over 800k MongoDB user documents to MySQL database which reduced query time by 10%
- Set up Sonar Lint plug-ins in developer's workstation to detect software bugs early and reduce code defects by 25%

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

- Resolved complex issues in integrated communication and geolocation systems, resulting in a 30% reduction in system downtime
- Established support and repair services for supply team which increased average availability of equipment from 13 days to over 22 days
- Coordinated with 4 departments to solve challenging business difficulties and formulate purchase strategies to meet operational requirements totaling in the excess of \$35,000

EDUCATION

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

- Demonstrated understanding of computer science fundamentals, including data structures, algorithms, and object-oriented principles in coding workshops using python

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

- 18-week software engineering program with over 1000+ hours of hands-on web development using JavaScript, React, Node.js, Express.js, SQL, MySQL, and MongoDB

PROJECTS

- **Online store** ([demo](#)) – JavaScript e-commerce application allowing users to purchase furniture
- **Portfolio** ([demo](#)) – Developed a portfolio website showcasing professional skills and qualifications
- **DevOps** ([demo](#)) – A Jenkins CI/CD pipeline automating software deployment to 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