

Franklyn Umeh

508-825-6171 | franklynumeh1@gmail.com | [linkedin.com/in/franklynumeh](https://www.linkedin.com/in/franklynumeh) | medium.com/franklynumeh

TECHNICAL SKILLS

Languages: Python, C/C++, Go, SQL, JavaScript, TypeScript, HTML, CSS
Certifications: AWS Certified Solutions Architect Associate (SAA-003) - IAM, S3, EC2, RDS, SQS, Lambda, CloudFront
Frameworks: React, Node.js, Django, Flask, Ruby on Rails, WordPress, Material-UI
Developer Tools: Git, Terraform, Artifactory, Docker, CI/CD, Linux, Kafka, Jenkins, Kubernetes, Azure, NoSQL, Agile

EDUCATION

University of Houston <i>Bachelor of Science in Computer Science, Minor in Mathematics, GPA: 3.28</i>	Houston, TX <i>Jan. 2023 – Dec. 2024</i>
Galvanize Coding Bootcamp <i>Full Stack Web Development Certification</i>	Remote <i>July 2022 – Nov. 2022</i>
Southern Arkansas University <i>Associate of Science in Mechanical Engineering</i>	Magnolia, AR <i>Jan. 2016 – Dec 2017</i>

EXPERIENCE

Support Engineer <i>Viasat</i>	Feb. 2024 – Present <i>Remote, US</i>
<ul style="list-style-type: none">Monitored and escalated issues for 60,000+ network devices, ensuring 99% uptime and improved satisfactionOptimized support workflows by integrating ticketing systems with third-party tools, reducing processing time by 10 minutes per ticketConfigured IP addressing schemes, including subnetting and VLAN routing, ensuring seamless communication across multi-tier architectures and enhancing system reliability for 500+ devicesResolved 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+ systemsProvided technical support for 30+ users, resolving 95% of software and algorithm-related issues to enhance productivity	
Full Stack Software Engineer <i>Payday</i>	Feb. 2023 – Jan. 2024 <i>Remote, US</i>
<ul style="list-style-type: none">Developed RESTful APIs with Python, enhancing inter-system communication and data exchange efficiency by 25%Implemented multi-threading and socket programming, improving backend system performance by 5%Collaborated with cross-functional Agile teams to deliver iterative software solutions, leveraging CI/CD pipelines to ensure seamless integration, and adherence to the software development lifecycleMigrated over 800,000 MongoDB documents to MySQL, reducing query time by 10%Deployed cloud-based Big-Data systems on AWS and Hadoop, optimizing data processing speed by 30%Optimized existing Node.js backend systems, resulting in a 15% reduction in server response times, which directly improved the application's reliability and performance metrics	
Systems Operations Team Lead <i>U.S. Army</i>	Aug. 2019 – Dec. 2022 <i>Fort Hood, TX</i>
<ul style="list-style-type: none">Managed network infrastructure upgrades for 200+ devices, reducing downtime by 35% and improving overall team efficiencyLed a team of 6 personnel to resolve complex geolocation system issues, reducing system downtime by 30%Established repair services for the supply team, increasing average equipment availability from 13 days to over 22 days	

PROJECTS

CloudFurnish Web Application <i>Linux, AWS, Python, Node, React, MySQL, Docker</i>	Jan. 2024 – May 2024
<ul style="list-style-type: none">Designed an e-commerce Furniture store using a React frontend, Node.js and Python REST API backend, leveraging AWS cloud for scalable hosting and seamless user experiencesImplemented Redis for handling asynchronous tasks and improving system performance	
DevOps CI/CD Pipeline <i>Bash Scripting, Jenkins, Python, Linux, AWS</i>	Aug. 2024 – Present
<ul style="list-style-type: none">Streamlined deployment by automating software delivery through a Jenkins CI/CD pipeline, reducing deployment errors by 20% and improving release efficiencyImplemented automated testing, deployment, and monitoring using Bash scripting and Python, ensuring reliable production updates and minimizing downtime	
Online Calculator <i>JavaScript, HTML, CSS</i>	Nov. 2023 – Jan. 2024
<ul style="list-style-type: none">Designed and implemented a responsive calculator application using vanilla JavaScript, HTML, and CSSDeveloped dynamic DOM manipulation to handle complex user interactions and input validations	