Chiemela Umeh – DevOps Engineer

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EXPERIENCE

Viasat | Technical Support Agent   Feb 2023 – Present

- Monitored and escalated issues for over 65,000 network devices, including routers, NAC gateways, Mesh networking equipment, ensuring 99% network uptime and reliability
- Successfully troubleshot and resolved connectivity issues on Android and iOS platforms for over 300 end-user devices monthly, reducing average resolution time by 20%.
- Analyzed customer feedback surveys to identify areas that needed improvement within the organizations IT infrastructure, raised satisfaction ratings from 83% to 91%

Payday – Technical Support Engineer   Mar 2023 – Aug 2023

- Maintained payment REST 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 detected software bugs early and reduce code defects by 25%
- Scaled application horizontally to automatically provision EC2 instances using Terraform and handle up to 5,000 requests per second

U.S. Army – Team Lead   Aug 2019 – Dec 2022

- 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

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

- 18-week software engineering program with over 1000+ hours of hands-on web development. Improved application SEO and reduced page load time to ~1s by implementing React server-side rending

Southern Arkansas University | (A.S.), Mechanical Engineering   Jan 2016 – Dec 2017

- Student Director, Math and Computer Science Club. Fostered teamwork through diversity recruitment strategies which grew organization by 230% in 1 year

PROJECTS

Furniture store – demo

- Developed full stack shopping application using MERN, and realized product improvement by compressing HTTP network payloads

Post board – demo

- React and Node.js application allowing users create up to 10 communities and discuss social interests.

SKILLS

- CICD/DevOps– Docker, Jenkins, AWS, Ansible, Terraform, SQL, Agile,
- Full Stack Development – JavaScript, Node.js, Python, Next.js, React/Redux, HTML, CSS