Franklyn Umeh

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EXPERIENCE

Cloud Support Engineer
Feb. 2024 – Present

Viasat
Houston, US

- Collaborated with cross-functional teams to migrate and secure over 50 TB of mission-critical data into cloud storage solutions, ensuring 100% compliance with industry standards such as SOC 2 and GDPR
- Implemented automated monitoring and alerting solutions using tools like CloudWatch, Datadog, and Prometheus, reducing incident response times by 40% and enhancing uptime to 99.98%
- Reduced time to deploy new microservices by 50% by integrating automated testing and deployment with Jenkins, Git, SonarQube, AWS ECR, AWS ECS, and Docker
- Configured AWS VPCs with CIDR subnetting and peering, enhancing reliability for 500+ cloud instances
- Developed and deployed Infrastructure-as-Code (IaC) scripts using Terraform and CloudFormation, streamlining provisioning processes and cutting environment setup times by 70%

DevOps Software Engineer
Feb. 2023 – Jan. 2024

Payday
Remote, US

- Set up CI/CD pipelines for Microservices and integrated tools such as Jenkins, Maven, GitHub, SonarQube, Nexus, JaCoCo, Docker and Slack to deliver real-time feedback to development teams following code check-in
- Implemented multi-threading and socket programming, improving backend system performance by 15%
- Automated infrastructure provisioning and configuration management with Terraform and Ansible, enabling consistent deployment across 100+ servers in under 10 minutes
- 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 lifecycle
- Built scalable API services using Python, supporting 1,000+ daily requests and ensuring high availability across distributed systems with 99.99% uptime
- Wrote Ansible playbooks from scratch in YAML. Installing, setting up and Troubleshooting Ansible, created and automated platform environment set

Systems Operations Team Lead
Aug. 2019 – Dec. 2022

U.S. Army
Fort Hood, TX

- Managed network infrastructure upgrades for 200+ devices, reducing downtime by 35% and improving overall team efficiency
- Led 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

DevOps Cloud Architect
Mar. 2018 – June 2019

Southern Arkansas University
Magnolia, Arkansas

- Designed, developed, and maintained automated build, test, and deployment pipelines. Orchestrated containerized applications using Docker, optimizing resource utilization
- Deployed Docker containers to transform a monolithic app into microservices, streamlining developer workflows
- Completed migration of our Elk Stack to LaaS (Logging as a service) Cluster which consists of Elasticsearch, Prometheus, Grafana, Consul UI, and Alerta into AWS
- Deployed and managed 10+ Kubernetes clusters on Amazon EKS and Azure AKS, achieving 99.9% uptime and enhancing scalability for cloud-native applications
- Delivered software with Agile teams, automating Azure CI/CD pipelines to cut deployment time by 40% and release cycles to one week

TECHNICAL SKILLS

DevOps Tools: Git, Bash, Docker, CI/CD, Linux, PowerShell, Kafka, Jenkins, Kubernetes, Azure, Terraform, Agile
Certifications: AWS Certified Solutions Architect Associate (SAA-003)
Languages: Python, C/C++, Go, SQL, JavaScript, TypeScript, HTML, CSS
Frameworks: React, Node.js, Django, Flask, Ruby on Rails, WordPress, Material-UI

EDUCATION

University of Houston
Houston, TX

Bachelor of Science in Computer Science, Minor in Mathematics