

## **Brilliant Chepngo**

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### **Professional Summary.**

AWS Certified Solutions Architect Associate, Cloud and DevOps enthusiast with proven ability to successfully manage and deploy cloud-based applications and systems.

Passionate about automating processes and developing solutions that improve efficiency and reliability.

### **Technical Skills.**

- Good hands-on knowledge of source code management tools like GitHub and GitLab.
- Proven experience with web application management including, but not limited to: HTML5, JavaScript, CSS and Apache Tomcat.
- Experience doing continuous integration and deployment with tools such as Jenkins.
- Understands microservices concepts, docker and basic container orchestration using Kubernetes.
- Hands-on knowledge of infrastructure as code using Terraform and Ansible as a configuration management tool.
- Good knowledge and hands on experience of Windows and Linux based operating systems.
- Solid understanding of AWS cloud.
- Demonstrated scripting skills in Shell.
- Experience with relational databases(MySQL) in both administration and querying.

### **Work Experience.**

#### **Customer Support Associate at Safaricom PLC August 2019 – Present**

- Deliver exceptionally high level of professionalism and support to each customer, upholding company's commitment to service.
- Upsell products and services to increase company revenue beyond targets.
- Take ownership of issues and set proper and realistic expectations to deliver prompt solutions.
- Ensure that all incidents and support tickets are resolved within each customer's service level agreement and manage any customer escalations.
- Answer calls and emails at help desk to assist customers with basic support, bug fixes and configuration issues.
- Worked with software development team on reported errors and bugs on newly released software .

**ICT Intern at Kerio Valley Development Authority****June -August 2018**

- Provide first-level IT support services troubleshooting and resolving end-user's IT issues.
- Development of necessary in-house capacities for efficient use of IT and telecommunication resources.
- Regular servicing and maintenance of ICT equipment.
- Provide first level hardware diagnosis and coordinating operational aspects of hardware maintenance.
- Install, maintain and upgrade computer equipment, software and peripherals.
- Operate a help-desk for rendering prompt and friendly assistance to users who report different ICT incidences.

**Software Engineer Intern at Eldohub****Nov 2017- May 2018**

- Created interactive websites with software development department using HTML5,CSS3and PHP.
- Prepared and submitted reports and other documentation to assist development team members.
- Collaborated effectively with members of software development team and other team members.
- Delivered project reports and milestone updates to supervisor.
- Analyzed source code to identify functionality issues.
- Worked closely with peers to identify issues and provide suitable resolutions.
- Shadowed team members to learn new tasks and how to appropriately handle technical issues.

**Education.****University of Eldoret****(Sept 2015 – November 2019)**Bachelor of Science in Information Technology **Second Class Upper (Upper Division)****Moringa School****( September 2022- Present)**

DevOps &amp;Site Reliability Engineering

**Tengecha Girls High School****(Feb 2011- November 2014)**Kenya Certificate of Secondary Education **Grade A-****Certifications.**

- AWS Certified Solutions Architect – Associate **April 28,2022 - April 28,2025.**
- AWS Certified Cloud Practitioner **December 15,2021 - December 15,2024.**
- Cisco Certified Network Associate **February 20,2020 - August 20,2023.**

**Referees.**

To be availed upon request.