

Brilliant Chepngo

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Professional Summary.

AWS Certified Solution Architect, Cloud and DevOps enthusiast capable of architecting resilient, highly available, scalable, secure, cost-effective and high performing cloud-based applications. I have a growth mindset with a great will to learn. Enjoys creative problem solving and getting exposure on multiple projects.

Technical Skills.

- Good hands-on knowledge of source code management tools like Git.
- Able to implement a standard CI/CD Flow using 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.
- Advanced Linux and Windows operating system experience.
- Hands-on experience working on AWS cloud.
- Experience with container deployment tools such as docker.
- Knowledge of scripting language skills such as bash and python.
- 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 August 2018

June –

- 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
2018**

Nov 2017- May

- 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 (2015-2019)

Bachelor of Science in Information Technology **Second Class Upper (Upper Division)**

Techsavanna Software Institute (May 2022- Present)

Software Engineering &DevOps.

Tengecha Girls High School

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.