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| Chimee Ejim  [chimee.chukwudire@gmail.com](mailto:agathabirir@gmail.com)  Catonsville, MD 21228  (443)-642-1858  Summary:  Self-starter; experienced in day-to-day surveillance and maintenance of ticketing systems; Tier I and Tier II help-desk administration, responded to support requests and incidents; created and deployed application installations/upgrades and security updates running on Linux/AWS Platforms.  **Technical Skills:**   * RedHat, CentOS, Ubuntu: Logical Volume Manager (LVM), DNS, DHCP, NFS, LDAP, FTP, Disk and Swap space, User and Access Mgt, RPM, backups, bash scripting * AWS-Platforms: EC2, S3, RDS, VPC, Cloud watch, AWS CLI, Linux, Splunk   **Professional Experience:**  **Linux Systems Administrator**  **Capacity Bay Inc.**  2018 to Present   * Over 2 years of strong IT experience as a System Administrator in LINUX, Red Hat, CentOS, Ubuntu Linux Operating System with extensive implementation and troubleshooting experience. * Effectively communicated with clients, customers, and management on the status of ongoing projects and activities. * Created logical volumes, extending the file systems using LVM * Patch management, package Installation/upgrades/removing and kernel upgrades. * Monitored system activities like CPU, Memory, Disk and Swap space usage to avoid any performance issues. * Experienced in upgrading major release version of Red Hat Enterprise 6 to Red Hat Enterprise 7. * Experienced in DNS, DHCP, NFS, LDAP, and FTP * Documented processes, best practices and troubleshooting procedures. * Performed regular incremental backups, and regular maintenance for recovery in the Linux servers. * Handled hardware issues and their replacements remotely. * Monitored disk status, system processes, user process activity, system security & logs. * Managed file systems; monitored OS and network activities. * Created users, groups, profiles while adhering to company security policies * Investigated and analyzed issues to determine impact, and provided remedies and documented root cause analysis (RCA) * Developed and maintained standard operating procedures (SOPs) and server documentation for use by internal team. * Created AWS Virtual Private Cloud (VPC) and launched instances, to provide high security and accessibility to applications and databases, so that inbound and outbound network traffic is monitored. * Monitored resources and applications using AWS CloudWatch, including creating alarms to monitor metrics such as EBS, EC2, ELB, RDS, S3, SNS and configured notifications for the alarms generated based on events defined.   **TEAM COACH AFRICA OUTBOUND TEAM AND ACCOUNT RECONCILIATION OFFICER FOR NIGERIA**  **ASSOCIATION OF CHARTERED CERTFIED ACCOUNTANTS (ACCA NIGERIA 2015-2018)**  2015-2018   * Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort * Provide the team with a vision of the project objectives * Motivate and inspire team members * Lead by setting a good example (role model) – behavior consistent with words * Coach. Train and help develop team members; help resolve dysfunctional behavior * Facilitate problem solving and collaboration * Strive for team consensus and win-win agreements * Ensure discussions and decisions lead toward closure * Maintain healthy group dynamics * Intervene when necessary to aid the group in resolving issues * Assure that the team members have the necessary education and training to effectively participate on the team * Encourage creativity, risk-taking, and constant improvement * Assists/Support social medial Enquires on Face book & Twitter for Nigeria * Reconciling finance accounts and direct credits * Initiates cash reversals/Refund Request and updates monthly Exchange Rate information for Nigeria * Working with spreadsheets to ensure all credit histories are up to date * Calculating and checking to make sure payments, amounts and records are correct. * Sorting out incoming and outgoing daily post and answering any queries. * Data Management and Data Protection * Suggest methods to improve operations which could include development trainings, efficiency and service to both internal and external customers   **Certifications:**   * Google IT Support Specialization * Database foundations core concepts |
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