

# CYRIL BAAH

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## EDUCATION

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- ★ Bachelor of Science, Information Technology | Ghana Communication Technology University    Sept 2018 – Aug 2020
- ★ Diploma, Information Technology | Ghana Technology University College    Sept 2015 – Oct 2017

## WORK EXPERIENCE

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**HUBTEL LIMITED (Accra, Ghana)**    Oct 2023 - Present

*Key Accounts - Site Reliability Engineer (full-time)*

- ★ Orchestrated a comprehensive incident response framework reducing system downtime by 25%, improving customer satisfaction ratings.
- ★ Maintained performance test environments that helped validate system readiness before project rollouts and product launches.
- ★ Streamlined change management processes that improved cross-departmental collaborations and enhanced release schedules by 20%

**AMALITECH SERVICES (Takoradi, Ghana)**    Oct 2021 - Sept 2023

*Associate DevOps Engineer (Full Time)*

- ★ Developed a systematic database backup strategy using bash scripting to ensure data redundancy and protection against data loss.
- ★ Implemented continuous integration and continuous delivery systems reducing deployment time by 60% and increasing deployment frequency by 100%.
- ★ Implemented automated monitoring and alerting solution using Prometheus and Grafana reducing Mean Time to Recovery (MTTR) by 20%.
- ★ Supported the migration of legacy applications to containerized environments using Docker and Kubernetes.

**WONCHUNII SERVICES(Remote)**    Sept 2021 to Feb 2022

*DevOps Engineer (Part time)*

- ★ Enabled DevSecOps through the integrations of automated security scanning tools in CI/CD pipelines, ensuring adherence to best practices.
- ★ Implemented Kubernetes best practices to optimize cluster performance and resource utilization in a microservices architecture.

**FILLY CODER LIMITED (Remote)**    Oct 2020 to Apr 2021

*Web Developer (Contract)*

- ★ Implemented RESTful APIs
- ★ Worked on the backend service of a driving school management system

## TECHNICAL SKILLS

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**Key skills:** Python, Django, Nodejs, JavaScript, SQL, MongoDB, Postgres, Bash, Elasticsearch, Prometheus, Git, GitHub, Docker, Kubernetes, AWS, Azure, GCP, Terraform, Helm, ArgoCD, New Relic, Grafana, Jenkins, Metabase, Ansible

## CERTIFICATIONS

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- ★ [AWS Partner: Accreditation \(Technical\)](#)
- ★ [AWS Certified Cloud Practitioner](#)
- ★ [DevSecOps](#)