GLORIA TITUS

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SUMMARY

A committed network engineer with a passion for tech support and network optimization. Experienced in managing network performance, optimizing cloud infrastructure, and troubleshooting complex technical issues. AWS-certified and skilled in cloud monitoring, data analysis, and customer-oriented support, with a strong focus on scalable, reliable solutions.

TECHNICAL AND SOFT SKILLS

- **Mobile Network Engineering**: Atoll for planning, U2020 for radio network optimization, KPI analysis, troubleshooting

- **Network Performance & Monitoring**: NetAct, PRS tool for monitoring, incident detection, performance analysis

- **Cloud Deployment & Automation:** Docker, Terraform for provisioning and managing cloud infrastructure, Aws services for scalable solutions. Python for automation and scripting.

- **Data Analysis & Reporting**: KPI data interpretation, Power BI and SQL for analytics, Excel

- **Cloud computing:** Amazon Web Services

- **Technical operations or broadcast engineerin**g: Video and Audio signal routing, Broadcast switching and control room operations, Signal distribution and cabling.

- **Soft skills: Effective** communication, problem-solving, Time management and multitasking, Adaptability, Attention to detail.

EXPERIENCE

CLOUD ENGINEER(CONTRACT)

E&M TECH under GCA   **December 2024 – Present**

- **Project Deployment:** Successfully deployed ElimuPay, a solution to automate and simplify payments to schools, to the cloud using tools like Docker and Terraform, ensuring scalability, reliability, and efficiency.
- **Infrastructure Automation**: Developed infrastructure as code using Terraform, reducing provisioning time by 50%.
- **Team Collaboration:** Worked closely with a team of engineers to design and implement cloud-based solutions, enhancing team productivity and project outcomes.
  Deploying the system to the cloud, delivered solutions that improved system uptime, provided on-demand scalability, and optimized cost-efficiency for the client.

Network Planning and Design

Safaricom PLC - Network Engineer   *November 2023 - July 2024*

- **Network Performance Monitoring:** Utilized KPI analysis to drive a 20% improvement in radio network reliability. Conducted continuous monitoring and analysis using tools like PRS and NetAct to proactively address performance issues.
- **Advanced Troubleshooting**: Collaborated with cross-functional teams to optimize network configurations and troubleshoot LTE network issues, achieving a 95% first-contact resolution rate and minimizing service interruptions.
- **5G Network and Scalable Solutions**: Supported the deployment of 5G infrastructure, including LTE traffic balancing and capacity expansion efforts. This increased network capacity by 30%, preparing for the higher data demands of next-generation mobile networks.

- **Customer-Oriented Support**: Provided technical support to both internal and external stakeholders, consistently ensuring rapid issue resolution and contributing to high customer satisfaction.

EDUCATION

AWS Cloud Practitioner
eMobilis Technology Institute   **January 2024 – March 2024**

Bachelor of Science (Telecommunications and IT)   **September 2018 – December 2022**
Machakos University

ADDITIONAL INFORMATION

Certifications and Training*: AWS Certified Cloud Practitioner