# IBUKUNOLUWA TAIWO

## SITE RELIABILITY ENGINEER

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## SKILLS

**Technologies**: AWS | Terraform | Openshift | GCP | Zendesk | JIRA **Monitoring**: ELK Stack | AppDynamics | Datadog | Grafana | Cloudwatch
**Database**: Oracle SQL | MySQL | MongoDB (NoSQL) | Metabase **Tools**: Git | Github Actions | Python | Slack | Powershell | Claude Code

## CERTIFICATIONS

• Harshicorp Certified: Terraform Associate (003)
• KCNA: Kubernetes and Cloud Native Associate

## WORK EXPERIENCE

**Moniepoint Microfinance Bank**          **Site Reliability Engineer**          **Nov 2024 - Current**

Moniepoint Group is a fully remote tech company and Africa's all-in-one financial ecosystem, helping 10 million businesses and individuals access seamless payments, banking, credit, and business management tools.
• Led incident response for high-impact VAS outages, coordinating war rooms and delivering RCAs that reduced repeat incidents by 35%.
•  Supported CI/CD-driven deployments using Git and Argo CD, validating releases, monitoring post-deployment health, and coordinating with engineering teams during rollouts.
• Defined and tracked SLIs and SLOs for airtime, data, and bill payment services, improving transaction success rates from 97.8% to 99.4%.
• Built real-time dashboards and alerts covering 15+ critical metrics, cutting mean time to detect issues by 40%.
• Supported reliability of airtime, data, and bill payment vending across USSD, mobile, and POS channels processing over ₦30B monthly.
• Partnered with product and engineering teams to bake observability into new releases, preventing post-release incidents in 2 launches.
• Documented incident resolution workflows and contributed to Confluence-based knowledge base to enhance team efficiency.
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**Stanbic IBTC**          **Application Support Engineer**          **Aug 2022 - Nov 2024**

Stanbic IBTC is a member of the Standard Bank Group. It is a leading Nigerian financial institution which offers a wide range of banking and investment services, including personal and corporate banking, investment banking, asset management, and transaction banking.
• Automated deployments across five environments using Docker, Kubernetes, OpenShift, and IIS, reducing failed releases by 45%.
• Responsible for pushing and deploying updates of the Stanbic mobile application to both the Google Play Store and Apple iOS stores.
• Implemented self-healing jobs for applications on Linux and Windows machines using Ansible and Powershell, reducing system downtime by 25%. Integrated file logs for tracking and implemented notifications via API and email to facilitate timely engineer intervention upon job completion or failure.
• Provided visibility into activities of applications and infrastructure as well as centralised logging using AppDynamics, Grafana, Beats, Elasticsearch, and Kibana, resulting in a 30% reduction in mean time to detect and resolve incidents.
• Provided technical support for in-house built applications and APIs running on both Linux and Windows machines built in Java, Angular, Node.js and .Net while maintaining 99.7% stability.
• Proficiently engaged in networking tasks involving F5, NSX-T, NLB, and ALB load balancers, successfully configuring target groups, listeners, security groups, and network firewall permissions, contributing to robust infrastructure and streamlined application delivery.

## EDUCATION

**University of Ilorin**          **B.Eng Mechanical Engineering**          **2018**

## PROJECTS

### CLOUD RESUME

Built my resume as a website, hosted on AWS with a serverless backend, using Terraform to apply updates. Also set up a Github Actions workflow to automatically deploy updates whenever I push from my local to github.