




# 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 | Docker

## EDUCATION

University of Ilorin	B.Eng Mechanical Engineering	2018
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## WORK EXPERIENCE

Moniepoint Group	Site Reliability Engineer	Nov 2024 - Current
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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 efforts, managed war rooms, and documented Root Cause Analyses (RCAs) for high-impact issues.
- Defined and tracked SLOs/SLIs for key VAS functions in collaboration with product and development teams.
- Ensured the stability and performance of airtime, data, and bill payment vending services across all customer channels.
- Built and maintained dashboards and alerting systems for real-time visibility into service health and transaction success rates.
- Collaborated with the development team to bake observability and reliability into new VAS product features and deployments.

Stanbic IBTC	Devops & Support Engineer	Aug 2022 - Nov 2024
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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.

- Orchestrated the seamless deployment of applications on IIS, Docker, Kubernetes and Openshift across five environments (UAT, Development, Pilot, Production and Disaster Recovery), collaborating with developers to automate software application deployments, implemented rollback and disaster recovery strategies, and monitored deployments for errors and performance issues.
- 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%, employing advanced algorithms for fault identification and automatic remediation. 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.

Zenith Bank	Payments Processing Officer	Jul 2020 - Nov 2021
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Zenith Bank is one of Nigeria's tier-1 banks. The bank's services include Corporate, investment, and retail banking, commercial and consumer banking, personal and private banking, trade services, and foreign exchange.

- Responsible for payments processing and customer cash withdrawals

## CERTIFICATIONS

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

## PROJECTS

STANBIC IBTC	Technical Support Engineer	Aug 2022 - Nov 2024
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Collaborated with the development team AND World Health Organization to develop an offline account name verification system using a USSD callout string. This system helped 10000+ users in remote areas participate in WHO exercises.