

KELVIN UDUFO

Backend Engineer | AWS Certified Cloud Practitioner | API & Platform Systems

Lagos, Nigeria

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PROFESSIONAL SUMMARY

Results-driven Backend Engineer with 5+ years of experience designing, debugging, and supporting scalable backend and cloud-based systems across fintech and telecommunications environments. Strong expertise in Python (async, Django), Go, Node.js, PostgreSQL, RESTful APIs, and AWS, delivering measurable outcomes including 40% improvement in API reliability, 30% reduction in incident backlog, and 18% increase in first-contact resolution. Experienced in Linux systems, CI/CD pipelines, observability, and developer support, with a strong focus on performance, scalability, and reliability.

CORE TECHNICAL SKILLS

Programming & Backend: Python (Async, Django), Go (Golang), Node.js, RESTful APIs, Bash, Git

Databases & Systems: PostgreSQL, SQL, JSON, Linux (Ubuntu), API Debugging, Performance Optimization

Cloud & DevOps: AWS (Cloud Practitioner), CI/CD (GitHub Actions), DevOps Automation, Containers, Kubernetes (Foundational)

Observability & Reliability: Monitoring, Logging, Incident Management, Root Cause Analysis, OpenTelemetry (Learning)

Tools & Collaboration: GitHub, Postman, Technical Documentation, Cross-functional Collaboration, Troubleshooting

PROFESSIONAL EXPERIENCE

Backend Developer Fellow (Remote)

ALX Africa | April 2024 – Present

- Selected into a highly competitive backend engineering fellowship (acceptance rate <5%).
- Reduced Linux system setup and configuration time by 60% through Bash-based automation.
- Improved deployment reliability by 25% through CI/CD pipeline implementation.

- Designed and built backend services using async Python, Go, and PostgreSQL.
 - Developed scalable backend architecture for an Airbnb Clone, including user management, bookings, and listings.
 - Applied software engineering best practices in testing, documentation, and version control.
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Technical Support Specialist (API & Backend Systems)

MoneyMaster PSB – Lagos | January 2023 – April 2024

- Resolved 500+ API and webhook issues, improving backend reliability by 40%.
 - Reduced incident backlog by 30% and recurring failures by 20%.
 - Maintained 95% CSAT while supporting systems handling 10,000+ daily API requests.
 - Provided advanced support for backend services, APIs, and payment integrations.
 - Collaborated with engineering teams to improve monitoring, logging, and observability.
 - Built automation scripts to reduce downtime and MTTR.
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Customer Support Specialist (Technical Operations)

Globacom Telecommunications – Lagos | February 2019 – December 2022

- Supported 500,000+ users, consistently meeting SLA targets.
 - Increased first-contact resolution by 18% through workflow optimization.
 - Contributed to 15% revenue growth through service adoption initiatives.
 - Mentored 20+ junior agents, improving team productivity by 25%.
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PROJECTS

Airbnb Clone (Backend Project)

- Built scalable backend architecture using PostgreSQL, async Python, and Go services.
- Implemented authentication, booking logic, and property management features.

Linux Automation & Shell Tools

- Developed Bash scripts for user management and system automation, reducing manual tasks by 50%.
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EDUCATION

- **B.Sc. Social Work** – University of Benin **2012 – 2015**
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CERTIFICATIONS

- **AWS Certified Cloud Practitioner** **2025**
 - **Backend Engineering Program** – ALX Africa **2025**
 - **Google IT Support Certificate** **2020**
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REFERENCE

Available upon request