

# FEMI-FADIYA Segun Pelumi

## PROFESSIONAL SUMMARY

I specialize in DevOps and Site Reliability Engineering (SRE), building scalable, reliable systems with minimal downtime. I streamline deployments with CI/CD, Docker, Kubernetes, and cloud platforms (AWS/Azure) while leveraging IaC tools like Terraform, Vagrant and Bash Scripting to automate infrastructure. My expertise in monitoring (ELK Stack, Grafana, AppDynamics) enables proactive issue detection, reduced MTTR & MTTR and performance optimization. With a strong focus on SLO/SLI frameworks, I enhance system reliability, improve observability, and reduce operational toil.

## WORK EXPERIENCE

### Site Reliability Engineer

03/2023 – Present

Stanbic IBTC, Ibeju Lagos State

#### Key Roles

- Led deep-dive assessments of critical systems, analyzing architecture, incident patterns, single points of failure (SPOFs), and engineering practices to enhance system resilience and observability.
- Developed end-to-end monitoring solutions that significantly reduced MTTR by 15% using Elasticsearch, Grafana and AppDynamics, enabling real-time visibility into application health, infrastructure performance, and anomaly detection.
- Designed and implemented SLI/SLO frameworks, defining key reliability metrics to drive proactive alerting, performance optimization, and informed decision-making for system stability and feature releases.

**Tools:** Docker Containers | Kubernetes Pods | ELK Stack | Grafana | AppDynamics | Bash Scripting | SQL | AWS | Vim | Yaml | Linux | Etc.

### Customer Experience Engineer

07/2021 – 12/2022

Access Bank Plc, Lagos

- Listen to customer complaints concerning the various digital channels they used for their daily transactions.
- Troubleshoot for the root-cause of their issues by consulting various tables of the bank's database to see where the abnormalities are emanating from.
- Proffer immediate solution to the problem and advise the customers on how to solve the issue next time, especially the next-billion users that are just getting familiar to the tech-driven world.
- Gathered customer's usability and UX feedbacks and send across to the digital channels for immediate implementation. This is to ensure the channels are always available to the users and that the users are able to navigate seamlessly across them.

**Tools:** Data Entry and analysis | SQL and Oracle Database | Microsoft Excel

## CONTACT DETAILS

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## ACADEMIC BACKGROUND

### B.Sc Microbiology

Obafemi Awolowo University, Ile-Ife  
2015 - 2019

### SSCE

United Anglican Methodist Grammar School  
2008 - 2014

## LANGUAGES & PROFICIENCIES

### Software Development

- HTML, CSS and Vanilla Javascript
- React JS & NextJs
- Redux TKT
- Tailwind CSS

### IT Operations:

- Docker, Linux, Elasticsearch, VMs & Virtualization and Vagrant, Kubernetes, Yaml, Vim,

### Product Design:

- UX Design | Research | System Design | Reusable component design

## DEMONSTRATED SOFT SKILLS

- Result-Oriented
- Ability to drive project unto completion
- Strong learning agility
- Strong Interpersonal relations
- Problem Solving and escalations

National Youth Service Corp is a mandatory one-year youth-service for all graduates.

Roles and responsibilities include:

- Plan and deliver Biology lesson for senior high school students of the school
- Organize laboratory sessions to facilitate the student's understanding in various topics

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## SKILLS & COMPETENCE

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Strong proficiency in:

- Application and infrastructure observability through application performance monitoring, log management, SLO and Error Budget monitoring, infrastructure capacity monitoring, etc
- System Automations and toil reduction through bash scripting, Ansible, Terraform and basic CI/CD tools such as Jenkins
- Containerizations and container management through Kubernetes
- Software development lifecycle from design state (UI/UX with Figma), to development (Javascript) and finally to deployment to production.
- Cloud technologies and optimizations
- IT Service management under the ITIL V4 standard, from Change management, service desk, down to Incident and problem management.
- Troubleshooting through search engine (I am a "google search" legend), StackOverflow, and AI (Co-pilot, Chat GPT, etc)

## Links

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- [LinkedIn](#)
- [Portfolio](#)
- [Medium Blog](#)
- [Selected Design Snapshots](#)