SHARON-ROSE IGWE

Fredericton, New Brunswick
506 262 9240 | sharonigwe70@yahoo.com

SKILLS AND CERTIFICATION

- **Application & Production Support**: 3+ years providing L1/L2 technical support across enterprise environments, ensuring high system uptime, SLA compliance, and timely resolution of production issues.
- **Incident & Problem Management**: Skilled in managing incidents end-to-end, including diagnosis, escalation, major incident coordination, and root cause analysis reporting.
- **Linux & System Administration**: Proficient in Linux environments with hands-on experience using core commands, log analysis, and system performance monitoring.
- **Database & Querying**: Strong SQL and relational database knowledge; experienced in writing and optimizing queries for troubleshooting, reporting, and application support.
- **Cloud & Infrastructure**: AWS Certified with experience deploying and supporting applications on AWS (EC2, S3, IAM, Load Balancers, Auto Scaling).
- **Automation & Scripting**: Practical knowledge of scripting with Python and PowerShell for troubleshooting, automation, and operational efficiency.
- **IT Service Management (ITSM)**: ITILv4 certified, proficient with Jira and ManageEngine; strong understanding of ITIL v4 framework and service management best practices.
- **Collaboration & Communication**: Excellent problem-solving, interpersonal, and communication skills.

EXPERIENCE

CLOUD COMPUTING APPRENTICE: Digital Cloud Training (Remote)
Feb. 2025 -Present
- Delivered L1/L2 support in Linux-based environments, improving troubleshooting speed and accuracy by leveraging log analysis and monitoring tools.
- Built and deployed scalable AWS infrastructure (EC2, S3, IAM, Load Balancers, Auto Scaling) to simulate production-grade, high-availability systems.
- Developed a serverless e-commerce order-processing application with API Gateway, Lambda, SQS, and DynamoDB, demonstrating expertise in resilient cloud architecture.
- Applied ITIL-aligned practices for incident management, change management, and RCA, strengthening reliability and support readiness.
- Automated operational tasks with Python and Bash scripts, enhancing efficiency and reducing manual effort.

IT BUSINESS ANALYST: Department of Finance and Treasury Board, Government of New Brunswick, Fredericton, NB
Jan. 2024 – Jan. 2025
- Provided production support for the Gemini property tax application, cutting downtime and improving SLA compliance.
- Wrote and optimized SQL queries that reduced data troubleshooting time and improved reporting accuracy.
- Coordinated incident triage and UAT, ensuring system enhancements were delivered

with minimal disruption.
- Acted as liaison between business stakeholders and technical teams, ensuring clear communication and faster resolution of production issues.

ASSOCIATE SYSTEMS QUALITY ENGINEER: Introhive, Fredericton, NB
May 2022 – Dec. 2022
- Conducted application validation for CRM and Salesforce platforms, ensuring stability and reliability of customer-facing systems.
- Investigated and documented software defects, enabling faster root cause identification and resolution.
- Designed and maintained automated regression test pipelines with GitHub Actions, improving release confidence and reducing defects in production.
- Managed incidents and testing workflows in Jira, building documentation that improved the team's knowledge base.

SYSTEM ANALYST (HEAD, TECHNICAL SERVICES) – VAB Solutions, Lagos, Nigeria
Aug. 2019 – Jan. 2022
- Delivered L2/L3 infrastructure support for enterprise systems (Windows Server, Active Directory, ITSM), reducing downtime by over 20% through proactive RCA.
- Implemented ITSM platforms (Ivanti, ManageEngine) aligned with ITIL best practices, improving ticket resolution and SLA compliance.
- Strengthened security by configuring user access, group policies, and compliance controls across departments.
- Collaborated with vendors and stakeholders to resolve performance bottlenecks and optimize system operations.

EDUCATION

MSc. Computer Science*, University of New Brunswick, CA* | 2023
BSc. Computer Science, *Redeemer's University, Osun State, Nigeria* | 2018

CERTIFICATIONS
- AWS Certified Cloud Practitioner (CLF-C02) - 2025
- ITIL v4 Certification
- Certified Data Analyst (Skill for Hire Atlantic Program) – 2024
- Certificate in Cyber Security (Skill for Hire Atlantic Program) - 2023

REFERENCES
Available on request.