Nigel **Madinga**

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PERSONAL STATEMENT

I'm a highly motivated and ambitious AWS Cloud Practitioner and business development professional, with a successful track record in driving continuous business growth, maintaining high customer satisfaction levels and consistently performing above target. A keen, results-oriented team player, I have a huge passion for problem solving and self-development, and revel in the growth gained from overcoming difficult challenges. After COVID-19 affected my previous role, I decided to learn cloud computing and began AWS re/Start training with Tech Talent Academy. This is an intense 12 week bootcamp mastering the essentials of AWS services, Linux, Networking & Security, Python, Databases and APIs. My goal now is to start my career as a junior in DevOps, where I will bring my greatest attributes; my love of learning, a student mentality and a hard work ethic.

TECH STACK / SKILLS

- Amazon Web Services (AWS): IAM, S3, VPC, AMI, EC2, CloudFormation, EBS, NACL, Security Groups, Auto Scaling, Load Balancing, CLI, RDS, DynamoDB, CloudWatch, CloudTrail

- Linux, Bash, Python, Git & GitHub, Postman, Jenkins, Docker, Kubernetes, MySQL, MongoDB

- Linux essentials, Python programming essentials, Python libraries, Python frameworks: Flask

- Infrastructure as Code, Containerisation, Serverless, Agile methodologies

- MS Office proficient (Word, Excel, PPT)

RELEVANT EXPERIENCE

Mar 2021 – Jun 2021   **AWS re/Start Trainee, Tech Talent Academy**

- An intense, full-time, 12-week bootcamp, focused on the fundamentals of cloud computing and AWS services, Linux essentials & bash scripting, Python programming & version control, Database creation, querying & manipulation, and becoming a certified AWS Cloud Practitioner
- The course combines interactive group learning, self-study and hands-on labs with scenario tasks to embed modules. These include;
- Bash scripting, and using Linux for system administration; including working with files, file systems and commands, to create & edit files, create & modify users & groups, manage file permissions, and manage log files
- Creating a Python Flask app with Python3, using Git for branching, committing, & version control, and using Jenkins to automate deployment
- Managing GitHub repositories and permissions, including branching and tagging, and collaborating with other AWS re/Start trainees to create basic Python programs
- Using SQL commands to create & manipulate databases i.e. creating queries for clients to extract key information from MySQL tables
-]Working with IPv4 & IPv6 addresses, converting IP to binary, IP subnetting, CIDR notation and the security lifecycle
- Actively managing, improving, and monitoring cloud infrastructure on AWS, including backups, patches, and scaling
- Creating an Amazon RDS database server and interacting with it using an app
- Built a troubleshooting knowledge base document
- Completed the Postman Student Expert program

Preferred tech stack: Python, Linux, AWS, Agile methodologies

EMPLOYMENT HISTORY

Oct 2019 – Mar 2021   **Account Manager, Thermo Fisher Scientific**

- Managed contract testing, water testing, food & beverage, clinical & veterinary, and pharma accounts for West of England and Wales
- Implemented fixed term contracts to improve customer retention, improved customer satisfaction levels by 45%, and nurtured 11% revenue growth
- Led a targeted water testing marketing campaign, increasing molecular kit channel sales by 5%
- Liaised with customer service, production management to ensure deliveries of key products (to key accounts) went ahead as promised, and consulted on suitable alternative where this wasn't possible, using my knowledge of the account's specific workflows
- Ensured continued excellent customer service through by conducting regular on-site meetings with end-users and service managers, and quarterly business review meetings with relevant Heads/Directors for key accounts
- Used Salesforce, SAP CRM and Power BI to view/create reports, to monitor performance and highlight where activity needs to be concentrated

Jan 2019 – Oct 2019   **Territory Sales Manager, Medline Scientific**

- Managed NHS, University & Industrial clinical and medical device accounts, with a focus on growing territory revenue in line with AOP
- Maintained revenue of my core NHS run rate consumables business, and won 60% of new business within existing accounts through tenacity, building strong relationships and providing cost-effective bespoke solutions
- Monitored activity and margins with Salesforce to ensure targets are being met, or to identify where activity needs to be concentrated

Sep 2017 – Jan 2019   **Specialist Sales Manager, npower Business**

- Managed a £1.2 million flagship team of 15 direct reports that end-to-end managed the business move customer & sales journey for npower business' entire customer base, as part of a bigger project migrating npower's customer base from legacy billing & CRM systems to SAP
- Monthly taskforce meetings with the PMO, senior leadership and other department heads, focused on reviewing progress reports and highlighting issues that impacted migration or billing of customer accounts, or re-energisation of gas/electric meters
- Liaised with the PMO and was subject matter expert re adjustments to processes or creation of new processes, and attendant documentation, for all business move customer related queries
- Helped PMO make a MS Excel based tool that automated the decision making process for implementing a business move
- Robust performance management and continuously reviewed sales and service techniques with the team to promote high conversion rates, excellent customer service and a high performing culture
- Built long term value relationships with external business partners (i.e. Meter Operators, Digital Team) to ensure that there are direct and effective links for urgent customer escalations

Sep 2015 – Sep 2017   **Business Consultant, npower Business**

- Business development of npower's SME customer portfolio - exceeded sales volume, revenue & margin, and channel targets to maintain the existing customer base and gain new customers
- Leveraged on exceptional skills such as telesales, negotiation, persuasion and persistence to successfully acquire competitors' customers
- Effectively managed a rolling pipeline of +200 accounts per month through impeccable organisation and time management skills, to ensure all customer contact appointments were met
- Prepared customer quotations, cost-benefit analyses for contract negotiations and processed contracts through multiple CRM systems

INTERESTS & SKILLS

In my spare time, I enjoy reading (and writing!) sci-fi/fantasy, adventuring, netball, trying out new recipes and watching NPR Tiny Desks. My goal is to be a Solutions Architect and help businesses adopt cloud technologies.

Driver's License: clean & full

Board Trustee & Project Manager – G.v.i.E.N.E.S.E

EDUCATION

2009-2013: University of Hull

- Masters in Pharmaceutical Science

2007-2009: Wyke Sixth Form College

- A Levels: Chemistry, Physics, Mathematics, English Lang & Lit

AWS Cloud Practitioner Certificate exam booked for 24/06/2021