Olasubomi Esan

Email- subomi.esan@gmail.com

Mobile: 08134213476

PERSONAL STATEMENT

As a seasoned Cloud Engineer with almost 2 years of hands-on experience, I have successfully managed and optimized production systems, specializing in Azure Infrastructure across various organizational landscapes. My proficiency lies in leading the resolution of escalated service issues, ensuring the smooth operation of critical systems, and cultivating a secure and efficient environment.

I am skilled in engineering and executing complex projects with a keen focus on data center infrastructure. My expertise extends to the administration, troubleshooting, and fortification of servers, workstations, and network operating systems, ensuring unparalleled performance and security. I am well-equipped to deliver robust support and drive continuous improvements.

In the realm of cloud infrastructure, I excel in deploying, monitoring, and maintaining resilient cloud architectures, optimizing performance, and guaranteeing high availability. My collaborative nature enables me to work seamlessly with cross-functional teams, aligning efforts to achieve technical objectives while adhering to industry best practices.

TECHNOLOGIES

- **Languages -** Python, Bash, C#, powershell
- **Operating System –** Linux, Windows
- **Databases -** MySQL, MongoDB
- **Cloud Providers –** Azure, AWS
- **Tools –** Terraform, Git, Bicep, Jenkins, Kubernetes, AKS, Docker, Grafana, Azure DevOps, Sonarqube, Github actions

EMPLOYMENT HISTORY

FREELANCER

Jan 2023 – Present

- Designed and deployed Azure cloud resources, ensuring scalability, security, and optimal performance for various projects.

- Collaborated with development teams to design and deploy containerized applications using Docker and Kubernetes.
- Automated deployment of applications into AKS using Azure Devops pipeline
- Automated infrastructure provisioning using ARM templates and Terraform, reducing deployment time.
- Configured and secured virtual networks, Network Security Groups to establish a resilient network environment.
- Monitored and optimized Azure resources using Azure Monitor and Application Insights.
- Assisted in developing CI/CD pipelines with Jenkins enhancing processes.

IT Support Engineer

M-Kopa (May 2022 – present)

- Utilized Freshservice to efficiently prioritize, categorize, and resolve user-reported issues, ensuring timely and effective resolution.

- Utilized incident management platforms (PagerDuty, Zendesk) to monitor and respond to critical system alerts, minimizing downtime and maintaining service availability.

- Responded to technical issues through various communication channels, including email, and live chat, providing expert-level assistance and troubleshooting guidance.

- Generated database queries to identify and resolve data-related issues, ensuring data integrity and accuracy.

- Provided specialized support for 3CX VoIP systems, diagnosing and resolving connectivity, audio quality, and configuration issues to deliver seamless communication experiences.

- Collaborated closely with cross-functional teams, including developers to escalate and resolve advanced technical issues, contributing to streamlined issue resolution processes.

- Documented solutions, and troubleshooting steps in a comprehensive knowledge base, enabling team members and users to access self-help resources.

- Participated in regular training sessions to stay up-to-date with new product features, technologies, and best practices, enhancing technical expertise and service quality.

- Contributed to continuous improvement efforts by identifying recurring issues and proposing process enhancements to reduce future incidents.

Technical Support Engineer (Microsoft & Office 365)

Tek Experts (Jun 2021 – April 2022)

- Assess support tickets and conduct preliminary investigation
- Identify and resolve complex issues occurring on Microsoft Windows and Office 365
- Resolve issues within SLA required time
- Attempt to provide first-call/mail resolution for all reported issues
- Handle and triage support requests from customers, escalating and coordinating with Support Management/Engineering when necessary, including on-call support schedule
- Ensure documentation, notification, escalation, tracking, and follow up of all support requests

I.T Support

EKO BUS (Oct 2019 – May 2021)

- Manage Active directory
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests

BSC INTERNSHIP

New Telegraph Newspaper (Jun 2016 – Aug 2016)

- Provision of first level support for office hardware and software problems
- Troubleshooting and resolving office hardware / software problems
- Troubleshooting and resolving office network problems
- Installation / upgrading office OS and add-on software packages
- Installation of new hardware to achieve network connectivity
- Data configuration of network-users' Microsoft Office packages
- Setting up hardware for meetings and presentations

EDUCATION

University of Derby (UK)

Master of Science, Information Technology

Valley View University (Ghana)

Bachelor of Science, Information Technology (2014 – 2018)

LICENSES AND CERTIFICATIONS

Microsoft Certified: Azure Solutions Expert

Microsoft Certified: Azure Administrator Associate

Microsoft Certified: Azure Fundamentals