Collins Adom Baffour	Email: adombaffourcollins@gmail.com Mobile: +233241036146 Address: Ringway Extension, Accra, Ghana LinkedIn: https://www.linkedin.com/in/collins-adom-baffour GitHub: https://github.com/charisad

Solution-driven Software and DevOps Engineer with over three years of experience in designing, implementing, and maintaining cloud-native and on-premises applications and infrastructure in the Fintech Industry. Expertise in managing large-scale systems using Kubernetes, Redis, AWS, and PostgreSQL. Proficient in monitoring and logging with tools like New Relic, ELK Stack, Graylogs, and Grafana. Experienced in CI/CD pipelines with Azure DevOps, Gitlab and GitHub Actions enhancing operational efficiency and system reliability.

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EDUCATION
KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY   2015 – 2019
BSc Computer Science (2:1 Hons)

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EXPERIENCE

Hubtel Limited   **July 2023-   Present**
Site Reliability Engineer

- Deployed and managed Kubernetes clusters on AWS (EKS), ensuring high availability and scalability of payment microservices by maintaining an infrastructure capable of handling up to 10 million transactions per day, leveraging Kubernetes features for auto-scaling and load balancing.
- Implemented monitoring solutions using New Relic, ELK Stack, and Grafana, reducing system downtime by 30%. Developed custom dashboards for real-time metrics and alerts, enhancing system observability.
- Integrated Apache Kafka and Amazon Managed Streaming for Apache Kafka (MSK) into the architecture, enabling real-time data processing and streaming. Optimized Kafka clusters for performance and reliability, supporting high-throughput data pipelines.
- Designed and maintained CI/CD pipelines using Azure DevOps, enabling continuous integration and faster release cycles. Automated testing and deployment processes, reducing errors and improving release quality.
- Ensured infrastructure security using IAM roles, VPC configurations, and regular vulnerability assessments. Managed compliance with industry standards such as PCI-DSS and HIPAA, leading to successful security audits
- Collaborated with product teams to enhance service reliability by transitioning legacy systems to a microservices architecture, effectively eliminating single points of failure.

Sovereign Payment Solutions Limited   **September 2021 - July 2023**
Software Engineer (Backend)

- Built a RESTful API (Java) to integrate MTN Mobile Money API with Postilion Switch which enabled cardless cash withdrawals on ATMs.
- Designed and developed efficient and maintainable standalone application for MasterCard Settlement Automation using Python and the ISO8583 protocol.
- Integrated USSD payment solutions with MTN Mobile Money, Vodafone Cash, and Airtel Money APIs, enabling smooth cash collections and disbursements for businesses and consumers. This integration enhanced the reach and versatility of payment options, making it easier for users to transact across multiple mobile money platforms.

- Developed and maintained a Java application that processes transactions from Postilion Switch and routes them to UnionPay in ISO format, facilitating cash withdrawals at ATMs for both IC and contactless cards. This solution ensured compatibility with multiple card types, expanding the usability of ATMs and supporting broader customer needs.
- Developed a RESTful API in Java to integrate the MTN Mobile Money API with Postilion Switch, enabling seamless and secure cardless cash withdrawals at ATMs. This solution significantly improved accessibility for users without physical cards, offering a convenient alternative for cash access.

Amalitech Services   **April 2021 – Aug 2021**
Software Engineer (FullStack)

- Conceived and built responsive company landing pages using React.js, ensuring cross-browser compatibility and a consistent user experience across all major web browsers. This development approach not only enhanced the visual appeal and performance of the website but also improved accessibility for a wider audience, contributing to increased user engagement and satisfaction.
- Built RESTful APIs using Spring Boot for an employee management system, enabling efficient handling of employee data, including CRUD operations for employee records, role management, and department assignments. These APIs provided a scalable and secure backend solution that facilitated seamless integration with various front-end applications, enhancing the overall system's functionality and user experience.
- Implemented the Bluetooth feature in the Aegis Rider Project using Java to allow for internet-free phone-to-helmet connections.

Ghana National Service Scheme   **September 2020 – March 2021**
Database Administrator

- Optimized existing databases to meet specific project needs and achieve a 10% scalability target, ensuring enhanced performance and reliability.
- Proposed and led the migration of on-premises databases to AWS, reducing server management overhead and improving scalability.

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SKILLS

- **DevOps Tools:** Kubernetes, Docker, Jenkins, Terraform, Ansible, Space Lift
- **Cloud Platforms:** AWS, GCP
- **Databases:** PostgreSQL, Redis, MySQL
- API: Rest, GraphQL
- **Monitoring & Logging:** New Relic, ELK Stack, Graylogs, Grafana, CloudWatch, Nagios
- **CI/CD:** Azure DevOps, GitLab CI, GitHub Actions
- **Languages:** Python, Bash, Java, JavaScript, C#
- **Version Control:** Git, GitHub, GitLab
- **Operating Systems:** Linux (Ubuntu, CentOS, RedHat), Windows
- **Soft Skills**: Detail Oriented, Teamwork, Client Facing Experience, Agile Workflow, SOLID