# Derek Owusu Bekoe

Virginia Beach, VA 23462 | [LinkedIn](#) | [GitHub](#) | [Email Address](#) | 757-915-3164

## PROFESSIONAL SUMMARY

Experienced Cloud Engineer with expertise in AWS and Azure, skilled in designing, deploying, and automating cloud solutions and proficient in troubleshooting and security best practices. Seeking opportunity as a Cloud Engineer, Cloud Operations Engineer or Cloud Administrator.

## TECHNICAL SKILLS

**Linux:** Managing users, configuring services, Apache-PHP-MySQL setup, server configuration, Virtual host setup, network troubleshooting, using SSH to connect to remote hosts and general troubleshooting.

**Basic SQL:** Database installation, creating and updating tables, writing basic and nested queries and more.

**AWS:** Identity and access management, EC2, S3 storage services, Databases, DNS using Route 53, VPCs, ELB, Autoscaling, CloudFront, CloudWatch, CloudTrail and high-level understanding of application services such as SNS, SQS, SWF, CloudFormation, Cognito, API Gateway, Lambda and Kinesis.

**Multi Cloud & DevOps:** Terraform on GCP, Kubernetes on GCP, Terraform on AWS and Docker on GCP

**Python programming:** Basic String Operations, Functions, Lists, Conditions, Classes and Objects.

**Version Control**: Git, GitHub, and Bitbucket

**Virtualization/Container Technologies**: Write Infrastructure as a Code (Terraform), containerization with Docker, and Kubernetes for container orchestration.

## CLOUD & SECURITY EXPERIENCE

- Configured AWS Budgets to set custom budgets for tracking costs and usage of resources in an AWS account. Setting up alerts by email when actual or forecasted cost and usage exceed budgeted threshold.
- Administered and optimized a cloud-based data warehouse that supported a 10x increase in data volume, resulting in the improvement of query performance.
- Designed and deployed Amazon's unlimited simple storage service (S3) to host a static website where individual web pages include static content. Also used this service to store developer codes before hosting on virtual servers (EC2) for web apps.
- Creating and Configuring a Multi-Tier Application using AWS Elastic Beanstalk or Azure App Service.
- Reduced cloud infrastructure costs through the implementation of advanced cost optimization techniques, such as rightsizing and reserved instances.
- Used Amazon's Route 53, a highly available and scalable cloud Domain Name System (DNS) web service to route end users to my demo application using a custom domain name.
- Configure WAF rules for application layer security to prevent SQL, and DDoS attacks to both production and dev environments.
- Implementing a Containerization Solution using AWS Elastic Container Service (ECS) or Azure Container Service (ACS).
- Managing and Securing Cloud Resources using AWS Identity and Access Management (IAM) or Azure Active Directory.
- Building a High-Availability Web Application using AWS Elastic Load Balancer (ELB) or Azure Load Balancer.
- Setting up a Disaster Recovery Plan using AWS Elastic Block Store (EBS) or Azure Storage.
- Cloud security project: This project would involve assessing the organization's current security practices, identifying potential vulnerabilities, and implementing security.

## CERTIFICATIONS

**Amazon Web Services Solutions Architect Associate** | Amazon | November 2022
**Linux System Administrator** | LinkedIn | September 2022
**CompTIA CASP+** | CompTIA | June 2022
**CompTIA Security Analytics Professional** | CompTIA | June 2022
**CompTIA CySA+ ce** | CompTIA | June 2022

**CompTIA Security+ ce** | CompTIA | May 2022
**Certified Information Security Manager** | ISACA | July 2021
**Microsoft Azure Administration Associate** | Microsoft | July 2021
**Programming Foundations: Fundamentals (Python)** | LinkedIn | March 2021
**Microsoft Database Fundamentals** | Microsoft | May 2018

## WORK EXPERIENCE

**Veolia North America**                                                                             Paramus, NJ
**Application Support Analyst**                                                          January 2022 - Present
- Led the migration of 150+ on-premises servers to a fully accomplished AWS environment, resulting in a 70% reduction in IT maintenance costs.
- Implemented a multi-cloud infrastructure using AWS and Azure, resulting in a 30% reduction in cloud spend and a 50% increase in application uptime.
- Oversaw a team of 5 engineers responsible for maintaining and scaling a cloud-based SaaS platform with over 2000 active users, resulting in a 20% increase in user engagement.
- Utilized cloud-native monitoring and logging tools such as CloudWatch, ELK and Splunk to improve incident response time by 50%.
- Designed and built a scalable and highly available cloud-based platform that supported a 200% increase in traffic and user engagement without any downtime.
- Established and maintained comprehensive documentation and knowledge base, resulting in a 50% reduction in time spent on repetitive tasks.

**Suez North America**                                                                              Paramus, NJ
**Application Support Analyst**                                                       March 2017 - January 2022
- Led a team of 3 support analysts, resulting in a 70% reduction in resolution time for high-priority issues.
- Provided application support for over 500 users, resulting in a 30% decrease in ticket volume and a 50% increase in customer satisfaction ratings.
- Implemented a new incident management system, resulting in a 40% improvement in incident tracking and resolution.
- Conducted regular user satisfaction surveys and used feedback to improve support processes, resulting in a 10% increase in overall user satisfaction.

**Suez North America**                                                                              Paramus, NJ
**Desktop Support Engineer**                                                            April 2015 - March 2017
- Reduced average call wait time by 30% through the implementation of a remote troubleshooting tool and improved staff training.
- Successfully resolved 95% of customer issues within first call, resulting in increased customer satisfaction ratings by 25%.
- Developed and implemented standard operating procedures for desktop support, resulting in a 15% reduction in repetitive incidents and a 20% increase in first-time resolution rate.
- Created and maintained user accounts, group policies, and system configurations in Active Directory for over 200+ users in meter revenue applications.

**Virginia Beach City Public Schools**                                          Virginia Beach, VA
**IT Support Engineer**                                                     November 2013 - April 2015
- Upgraded a total number of 2000+ Asus tablets, 200+ desktop and 150+ laptops with a period of two weeks, saving the company over $20,000 in revenue.
- Provided on-site and remote support to more than 1000 users, resulting in a 15% reduction in user complaints
- Monitored and supported inventory of all IT equipment, resulting in a 30% reduction in IT equipment losses.
- Developed and executed IT security protocols, resulting in a 20% reduction in cyber-attacks and data breaches.

## EDUCATION/COURSES

**AWS Solution Architect Associate** | K21 Academy | Online
**AWS Cloud Practitioner Essentials** | AWS Training and Certification | Online
**CompTIA Network+ (N10-008)** | LinkedIn Learning | Online
**Security and Compliance Monitoring, Logging, and Alerting** | IBM SkillsBuild | Online
**IT Security Foundations: Core Concepts |** LinkedIn Learning | Online
**Full Stack Web and Mobile Development** | Nucamp | Online
**Microsoft Azure Administration Associate** | Microsoft Training | Bootcamp
**Masters in Computer Science** | Colorado Technical University | Colorado, CO
**Bachelors in Mathematics and Computer Science** | University of Education, Winneba | Kumasi, Campus

## LEADERSHIP EXPERIENCE

**Class Representative of UCEW (Student Government)**                    Winneba, Kumasi Campus
**Elected Class President**                                              August 2006 – July 2010
- Actively listened to student concerns and worked with administration to implement policies and programs that addressed those concerns, resulting in a 15% decrease in disciplinary incidents.
- Collaborated with other class representatives and student government leaders to develop and implement a peer mentoring program, resulting in a 20% increase in academic performance among participating students.
- Demonstrated strong communication and negotiation skills by working with local businesses to secure sponsorships and donations for school events and activities.