

Toye Akande

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Senior DevOps Lead

Multifaceted technical career with 20+ of innovation and success

Proven track record of innovation and success in full solutions development lifecycle (SDLC), robust enterprise databases, data warehousing, and Cloud application migration/transformations across various sectors. Demonstrated ability to utilise modern DevOps practices and development techniques, including Agile, continuous integration, and automated deployments. Excel at managing the support team, providing support for information technology infrastructure and projects, and providing server hardware support, software configuration, support, and administration. Skilled trouble-shooter continually focused on identifying, isolating and resolving technical issues. Accomplished communicator skilled in building and strengthening relationships across functions to drive cohesive, strategic operations.

*Cloud Computing Models & Environment Architecture / Project/Programme Management / Business Intelligence
Business Application Development / System Design, Integration, & Implementation / Cloud Delivery Management
Decision Support Systems & Applications / Technical Troubleshooting & Issue Resolution / Cross-Team Collaboration
DevOps & Agile Methodologies / Continual Process Improvements / Automation & Scripting / Server Optimisation*

PROFESSIONAL EXPERIENCE

Etisalat, Dubai, UAE

Head, Shared Application Services, & DevOps Practice

2015 to 2019

Technical Scope: Microsoft Azure DevOps

Proposed novel technical recommendations on resilient cloud architecture and influenced decision-making across variety of stakeholders. Maintained data quality by overseeing data governance and data-in-transit/at-rest design patterns as well as utilised modern design patterns for re-factoring enterprise applications to improve operational efficiency. Successfully integrated core shared services with all customer-facing and non-customer-facing channels. Managed end-to-end data flow mapping along with on-boarded critical dataset. Oversaw entire data lifecycle by managing critical data in compliance with commercial business strategy. Designed roadmap and led implementation rollout of DevOps orchestration layer.

Key Project:

- Enterprise Data Quality & Big Data Applications Governance, 2018

Key Achievements:

- Executed Azure DevOps pipelines across all 82 application areas in conformance with the continuous integration blueprint.
- Ensured 100% compliance of more than 50M identity documents with mobile phone registration requirements.
- Mitigated production errors and improved 30% unit testing and integration testing coverage across multiple critical applications.
- Enhanced the accuracy and operational efficiency by implementing the data quality framework in 50 different critical business intelligence reports.

Lloyds Banking Group, London, UK

Senior Technical Consultant & SME

2013 to 2015

Technical Scope: DevOps Platform, Database Management, Java Development, Test Automation

Developed robust DevOps platform with strong focus on database management optimisation in co-operation with service delivery team. Collaborated with third party suppliers (Tata Consulting Services) by developing and executing retail sales and commercial solutions.

Key Achievements:

- Managed the processing of over 1M interviews monthly with delivery of group release sales/service applications across 1,300 branches.
- Improved the performance of inshore/offshore team of 20+ for group releases by conducting professional mentoring and coaching sessions.
- Integrated batch data interfaces by executing source back-end customer systems and channels for data availability and strategic banking data warehouses.
- Reduced 20% deployment time by delivering group release for the retail banking within all deadlines.

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Senior Technical Consultant & SME

2011 to 2012

Technical Scope: UNIX Server, Oracle Database, Chordiant, Unix Scripting

Assured the compliance of service level agreements (SLAs) with design and implementation of new business processes. Accelerated the response time of emails with design of custom extensible email alert system by providing real-time feedback to operational staff charged with UK retail campaigns. Introduced data integration interfaces to enable back-end customer systems and channels by connecting with customer data warehouse. Maintained automated process environment by excluding various complex issues in regards to client engagement.

Key Achievements:

- Improved the campaign delivery process by optimising customer channels process and roadmap operations focused on RBS UK retail business.
- Enhanced analytics and marketing data mart by identifying issue in UNIX Server and Oracle Database through comprehensive analysis.
- Designed and introduced channel of sales/services solutions by leading technology services team of India.
- Increased 30% throughput of outbound marketing campaigns by tuning the solution and database.
- Created the framework for assuring the quality and structure of outbound campaigns that increased efficiency by up to 15%.

Vodafone Telecommunications Egypt (Vodafone Group, UK), Cairo & London

Consultant Enterprise System Architect

2009 to 2010

Technical Scope: Chordiant, WebSphere Application Server, Tomcat, APIs

Streamlined business requirements by providing targets of communications and marketing content. Engaged in significant revenue retention through churn reduction and marketing automation of business processes. Installed Chordiant in WebSphere Application Server for operational service administrators.

Key Achievements:

- Boosted sales and customer retention rates by planning and designing new marketing campaign automation system for outbound channels.
- Developed and launched architectural framework to enable seamless integration of new system through collaboration with clients' infrastructure and solutions architects.
- Designed cross-channel visibility across SMS, Email, minicall, IVR, and telephony channels with enterprise application integration patterns and APIs.

ADDITIONAL EXPERIENCE

Chordiant Services Developer – Sky, Livingston, UK

Chordiant Consultant Developer (Sales & Services) – Lloyds TSB Bank, London, UK

Customer Sales Application Developer (Contract)/Principal Solutions Architect – Chordiant Software

Senior Software Developer – Prime Response Limited

TECHNICAL PROFICIENCIES

Azure DevOps | Java API | Java Enterprise Edition (JEE) | CruiseControl | Microsoft Azure IaaS, PaaS, & SaaS
Java | Python | Jenkins | OpenShift | Azure Pipelines | Gitlab & GitHub | Linux Servers (Redhat, Ubuntu) | Ansible
Test Automation | Chef | Terraform | Splunk | IBM WebSphere/Oracle WebLogic | Oracle /DB2/Teradata
Nexus | Redis | Prometheus | Grafana | ELK Stack | Web Services API Design/Implementation

EDUCATION & CREDENTIALS

Master of Science in Computing Science, University of London, London, UK

Bachelors of Engineering (Hons.) in Mechanical Engineering, University of Ilorin, Ilorin

Diploma C/C++, UNIX, & Oracle, Microtech Services, London, UK

– Professional Development –

Certified Microsoft Azure Administrator, 2019 | Oxford Fintech Programme, Saïd Business School, Oxford, UK, 2018
Java Programmer Certification, 2015 | Pega Unified Marketing, Pega Rules Process Commander, 2012
Chordiant JX Framework (Pega) 2005 | Various Java/J2EE Applications Development Courses, 2005