

Edson Limeme

Contact Details:

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Professional Summary

AWS Certified Cloud Practitioner with hands-on experience in AWS services like EC2, S3, IAM, Lambda, and CloudFormation. Extensive experience in customer service and forensic administration developed over 5 years in the banking sector, including roles in customer care, financial crime operations, and forensic account management. Strong skills in cloud infrastructure management, troubleshooting, and problem-solving. Currently looking to transition into a Cloud Support Engineer role to utilize technical expertise and cloud knowledge in a customer-facing environment.

Core Competencies

- **Cloud Platforms:** AWS EC2, S3, IAM, CloudFormation, Lambda, CloudWatch, VPC, Route 53, Infrastructure as Code (IaC).
 - **System Administration:** Active Directory, DNS, DHCP, Windows Server, Group Policy, Remote Desktop Support.
 - **Networking:** Network troubleshooting, security configuration, VPC management.
 - **Scripting and Automation:** AWS CLI, Python scripting for automation, Git.
 - **Customer Support:** Fraud analysis, client account management, online banking support, remote troubleshooting.
 - **Soft Skills:** Strong communication, teamwork, project management, critical decision-making, and problem-solving.
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Skills

- **Technical Tools:** AWS CLI, Git, GitHub, Python, Microsoft Server, Linux Administration.

Projects

AWS EC2-Based Web Application Deployment

- **Tech Stack:** AWS EC2, S3, IAM, CloudFormation, VPC, Route 53, CloudWatch, Linux, Apache Web Server
- Designed and deployed a highly available web application using AWS services, ensuring scalability and security with IAM and VPC configurations.
- Automated infrastructure management using CloudFormation templates, ensuring reproducibility and efficiency in deployment.
- Configured CloudWatch for monitoring, alerts, and resource optimization.

Distributed Data Processing Project

- **Tech Stack:** Apache Hadoop, Apache Spark, Python, Linux
- Built and simulated a distributed data processing system using Apache Spark and Hadoop, processing large datasets for data analytics.
- Used Python for data manipulation and analysis, integrating the results into a comprehensive report.
- Optimized data processing performance and ensured fault-tolerance with Hadoop's distributed file system (HDFS).

Professional Experience

Forensics Administrator

Capitec Bank – Johannesburg | May 2024 – Present

- Manage active stop and hold statuses on client accounts for clearing and cleaning, deciding whether to remove, retain, or permanently close accounts.
- Facilitate the end-to-end process for closing dormant accounts inactive for over 5 years.
- Perform forensic administration tasks to ensure efficient operation within the Forensics department, assisting internal stakeholders with administrative requests.

Chargeback Consultant

Capitec Bank – Johannesburg | Nov 2020 – May 2024

- Investigated and resolved unauthorized online transactions and disputes for Capitec clients, delivering timely and effective resolutions.
- Analysed fraud patterns and provided recommendations for resolution based on comprehensive assessments.
- Collaborated with internal teams to ensure accurate and efficient investigation of cases, improving customer satisfaction.
- Provided technical and account support to clients, managing queries related to online accounts and unauthorized activities.

Client Care Agent

Capitec Bank – Johannesburg | Apr 2016 – Nov 2020

- Assisted clients with account opening and management, providing support on various banking services.
- Provided remote troubleshooting for the Capitec app and managed inquiries regarding credit cards, loans, and other banking products.
- Delivered excellent customer service, ensuring high client satisfaction through efficient issue resolution.

IT Administrator

MSCA Campus – Johannesburg | Jan 2014 – Mar 2016

- Provided operational support for Microsoft environments, including Active Directory, DNS, DHCP, and Windows Server.
- Managed user accounts, monitored backups, and resolved technical issues.
- Collaborated with the IT team to maintain a secure and reliable network infrastructure.

Professional Certifications

- **AWS Certified Cloud Practitioner**
Amazon Web Services | Aug 2023 – Aug 2026
 - **Software Engineering Certificate**
ALX and Holberton | Feb 2023 – In Progress
 - **Microsoft Certified Solutions Associate (MCSA) Server 2012**
Microsoft | Nov 2014 – No Expiration Date
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Education

Bachelor of Law (LL.B.)

University of South Africa | Jun 2020 – Present

References

Available upon request.