

GABRIEL ONYIEAGHO

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PROFILE SUMMARY

Dedicated Cloud Associate Operations Engineer with hands-on experience in managing and optimizing cloud infrastructures across leading platforms, including AWS and Azure. Proficient in deploying, monitoring, and troubleshooting cloud services to ensure high availability and performance. Strong analytical skills complemented by a collaborative approach, committed to continuous learning and adapting to evolving cloud technologies. Eager to support teams in driving cloud solutions that meet business objectives and enhance user experiences.

TECHNICAL SKILLS

Cloud Platforms: Amazon Web Services (AWS), Microsoft Azure

Cloud Services: Virtual Machines(AWS EC2, AZURE VM), Virtual Networks(AWS VPC,AZURE VNets), IAM(AWS IAM, Azure IAM).

Programming/Scripting Languages: Python, Bash

Operating Systems: Linux, Windows

Monitoring & Analysis: AWS CloudWatch, Azure Monitoring & Log Analytics

Tools & Technologies: Github Actions || Docker || Kubernetes || Terraform

SOFT SKILLS

Problem-solving skills, accuracy, and integrity to achieve high-performance goals and meet deadlines

Decisive, adaptable, resilient, and confident in making informed choices.

Committed to continuous learning, teamwork, and collaboration.

Customer-oriented with strong analytical and communication Skills.

PROJECTS

Successfully implemented an auto-scaling solution for Azure Cosmos DB to optimize performance and cost-efficiency in a dynamic application environment. *September 2024*

- ✓ Achieved a 25% reduction in monthly Database cost by optimizing resource allocation, with auto-scaling adjusting throughput based on actual usage (Request Units (RU)) rather than fixed limits implementing auto scaling on the NextGen production DB server.
- ✓ Improved application performance and responsiveness by ensuring adequate throughput during peak load times without manual intervention.
- ✓ Enhanced operational efficiency, enabling the team to focus on feature development rather than database management

Implemented an automated scheduling system for the power shutdown of Azure virtual machines to enhance cost efficiency and resource management within the cloud environment *September 2024*

- ✓ Achieved a 20% reduction in monthly cloud costs by eliminating unnecessary runtime for non-critical VMs.
- ✓ Improved operational efficiency by automating VM management processes, allowing the team to focus on strategic initiatives.
- ✓ Enhanced resource utilization by dynamically adjusting VM availability based on actual demand

Enhance the operational efficiency of Azure resources by identifying and evaluating unattached disks associated with running virtual machines *October 2024*

- ✓ Analyzed the cost impact of unattached disks on monthly Azure billing on Avatar Production Application by creating visualizations to illustrate potential savings by deallocating or deleting unused resources.
- ✓ Set up Azure Policy to automate notifications for unattached disks older than 30 days.
- ✓ Provided actionable recommendations to the DevOps team on reclaiming storage resources

PROFESSIONAL EXPERIENCE

MTN NIGERIA PLC, Ikoyi Lagos

CloudOps Engineer, Infrastructure Planning and Cloud Operations (Job Shadowing)

09/2024 to Current

- ✓ Deploy, configure, and manage cloud infrastructure environment and/or applications through cross-technology administration (OS, databases, virtual networks), scripting, and monitoring automation execution.

- ✓ Implement security measures to protect data from unauthorized access or use.
- ✓ Monitor the performance of cloud computing systems in real-time to ensure efficient and reliable performance.
- ✓ Create detailed documentation of all technical aspects of a cloud computing system such as configuration settings and troubleshooting procedures.
- ✓ Monitor the health of applications by analyzing system logs for errors and performance problems.
- ✓ Recommend changes to application architecture or design to improve efficiency and performance.
- ✓ Analyze IT Cloud requirements from business units and deliver solutions for an integral global cloud environment.
- ✓ Lead interactions with partners and service providers to foster strong relationship and troubleshoot major issues, determine adequate support levels, and evaluates new offerings.
- ✓ Provide enhancements to existing products across cloud platforms for future capabilities.
- ✓ Lead specific Cloud projects including the design, justification, and implementation.

Lead Engineer, Enterprise Fixed Services (NSMC-Fixed Services)

10/2023 to Current

- ✓ Direct and manage a team of 15 Front Office NOC engineers in monitoring, maintaining, and optimizing network performance for local and international clients.
- ✓ Develop and implement robust network monitoring protocols and SOPs, reducing incident response times by 40%.
- ✓ Lead incident management efforts, ensuring timely resolution of network disruptions and adherence to SLAs.
- ✓ Collaborate closely with clients, vendors, and internal stakeholders to design and implement network upgrades and expansions, enhancing scalability and reliability.
- ✓ Conduct regular training sessions for NOC team members on emerging technologies and best practices, fostering a culture of continuous improvement.
- ✓ Monitored network operations and implemented proactive measures to maintain 99.9% uptime across client networks.
- ✓ Investigated and resolved escalated network incidents, ensuring minimal service disruption and client satisfaction.
- ✓ Monitored and managed network performance, availability, and incident resolution in a high-availability NOC environment.
- ✓ Coordinated with cross-functional teams to resolve network issues and escalate complex problems to higher-level engineers.
- ✓ Implemented and maintained network monitoring tools and dashboards to enhance visibility and proactive issue detection.

KEY ACHIEVEMENT

- ✓ Reduced incident response times by 65% through the implementation of automated alerting and response workflows.
- ✓ Spearheaded the integration of AWS CloudWatch with existing network monitoring systems to extend visibility into cloud resources.
- ✓ Led a project to migrate on-premises network monitoring tools to AWS, improving scalability and reliability.

Engineer, Enterprise Fixed Services (NSMC-Fixed Services)

12/2018 to 10/2023

- ✓ Part of a team of specialists who provide daily network surveillance, problem resolution, monitoring, controlling, escalating, and dispatching of all network elements and ensure that MTN network faults (Fixed Network) are resolved to company requirements.
- ✓ Took Ownership of Customer Issues and follow problems through resolution.
- ✓ Implemented change requests/planned work, using switch procedures. Monitor exchange performance statistics and generate weekly reports.
- ✓ Escalated all faulty devices or hardware detected after troubleshooting (which cannot be resolved remotely) to field support and contractor for replacements to improve network performance.
- ✓ Resolve Customers' problems and faults on Switching and Fixed Lines problem from Call Centers, dispatching all unresolved faults to the Fixed Exchange Coordinator.
- ✓ Ticketing Activities such as a) Confirmation of Planned Work Ref (PWR) before integration of new links, b) Issuance and closure of Circuit Implementation, and c) Validating Tickets via Huawei OWS.

KEY ACHIEVEMENTS

- ✓ Part of a team that achieved Over 33% increase in the other services segment. This was possible due to indices such as effective/proactive enterprise fault management and collaboration with other stakeholders and vendors.
- ✓ Attained over 98% Network Availability both at the regional and National level. This was due to strict adherence to the updated Change Management Procedure for Access/Work ref to Switching Centers and other stakeholders' collaboration.

NETCOM AFRICA LTD –Victoria Island, Lagos

09/2017 – 02/2018

Network Engineer (Access Network Dept.)

- ✓ Provided Network support to a) Field Operations b) Customer Support c) Managed Services (Network) d) Onsite Professional Services
- ✓ Conducted onsite Level2 support on a) Netcom Issue b) Circuit Integration Problem c) Recommendation of solution(s) pending Netcom and Clients approval
- ✓ Maintenance a) Recommend/Create maintenance schedule b) Provide remote/onsite support during the activity and run diagnostics to forecast performance thresholds.

- ✓ Monitoring a) Circuit monitoring, fine-tuning, alerts, network traffic, and usage to ensure optimal network operation.
- ✓ Performed analysis of network efficiency, traffic routing, and troubleshooting network/system failures

KEY ACHIEVEMENTS

- ✓ Reduced incident response times by 25% through improved diagnostic procedures and documentation
- ✓ Co-ordinated Successful migration project and resolution of recurring packet losses of high value enterprise customers leading to 95% retainership rate.

SWIFT NETWORK LTD –Victoria Island, Lagos

07/2013 – 04/2017

Field/Consumer Support Engineer (Customer Retention Unit)

- ✓ Technical and Consumer key point man between swift and clients at Chevron Escravos Terminal
- ✓ Engaging in research activities for new market opportunities to increase sales volume
- ✓ Maintained and developed relationships with existing customers in person or via phone calls and emails
- ✓ Analyzed customer needs and identify the product to fit needs, desires, and budgets.
- ✓ Resolved customer complaints by investigating problems and developing solutions with other Stakeholders.
- ✓ Ensured uptime at assigned pops, managing and ensuring that Proactive testing, fault diagnostics, monitoring, and resolution are carried out.

KEY ACHIEVEMENTS

- ✓ Increased sales volume by 20% after expanding coverage to poorly covered areas within the first 6 months of my deployment to Chevron Escravos.
- ✓ Increased customer base by 300% after optimum expansion and Support operations of Swift Hotspot Network within Chevron Escravos,

EDUCATION

UNIVERSITY of BENIN, BENIN CITY, NIGERIA (B.ENG - COMPUTER ENGINEERING)
Relevant Coursework: Computer Architecture and Organization, Telecommunication, Computer Storage Technology, Computer Networks, Artificial Intelligence

2010

CERTIFICATIONS

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)	08/2014
CISCO CERTIFIED NETWORK PROFESSIONAL (CCNP-SWITCH)	06/2015
AMAZON CERTIFIED CLOUD PRACTITIONER	11/2021
AMAZON CERTIFIED SOLUTIONS ARCHITECT-ASSOCIATE	04/2024
MICROSOFT CERTIFIED: AZURE FUNDAMENTALS	08/2024

PROFESSIONAL DEVELOPMENT

UDEMY AWS CLOUD SOLUTIONS ARCHITECT	UDEMY	1/2024
CompTIA LINUX+ SYSTEM ADMIN Prep	SKILLSOFT	11/2022
CompTIA CLOUD+ CLOUD NETWORK SECURITY	SKILLSOFT	11/2022
PROJECT MANAGEMENT PROFESSIONAL (PMP)	MDATA SOLUTIONS	11/2019
CUSTOMER SERVICE LEADERSHIP(PMI)	LINKEDIN	02/2021
AGILE PHILOSOPHY	SKILLSOFT	11/2019
UDEMY AWS DEVELOPER ASSOCIATE	UDEMY	09/2024 – Till Date

REFEREES - Available at Request