ENYINNAYA AKWU

CLOUD OPERATIONS ENGINEER

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70% Zero-Touch operations automation.

🛠 TECHNICAL SKILLS

Public Cloud, Virtualization & Containers
Microsoft Azure, AWS, VMWare, Virtual Box, Hyper-V, Nested Virtualization, Dockers, Kubernetes.

Enterprise Platforms/OS
SAP ECC6 ERP, SAP Basis, SAP B1. Windows Server 2008/2012/2016, MS SQL, Microsoft IIS, Relational DBMS, Dynamo DB.
Linux/Windows, Ubuntu server. SolarWinds RMSS, Service Desk tools, JIRA. Office365, SharePoint online/standalone, Hybrid integrations.

Networking and Security Infrastructure
Load balancers, VPN Solutions, Routing, LAN, Wireless, VNet, NSG, Firewalling, AADDS, Active Directory, Group Policy, DHCP, DNS operation, File Services
Windows XP/7/8/10,

Scripting
Advanced PowerShell, YAML, JSON, SQL, Javascript, HTML5, CSS, PHP, Python

👥 MEDIA PROFILES

🌐 **enyinnayaakwu.com**

LinkedIn:
@enyiakwu

GitHub:
enyiakwu/repo

🤝 GOAL

From supporting the development, migration and maintenance of various enterprise systems and projects, to growing the overall performance of the SaaSOps team at Crossover, I demonstrate a keen business and "Customer-Centric" acumen that well complements my engineering training, and I am looking forward to joining your team to help exceed your customer expectations.

✅ CORE COMPETENCIES

- Exceptional Customer and Partner Experience (CPE)
- Excellent email, phone and communication skills
- Superior researching, analysing and solving complex problems
- Strong Windows Server (Enterprise)/Server roles expertise
- Project Management skills and efficient in an Agile environment
- Collaborative, promotes inclusion and great team player
- Able to adapt to best practices

🏅 KEY PROJECTS

- Aurea, Trilogy and cross platform process automation using API calls automation through Python for various projects.
- Provide over 10 patch(es) to applets and scripts for deployment automations.
- Top 1% best performing engineer in the Azure IaaS (VMA) team for Microsoft Azure support
- Implementing SAP projects for – Mining, Consumer, Oil & Gas companies at ETA Zuma Group
- SAP Fiori launchpad integration, improving real-time information and tracking assets by 50%
- SAP - ERP deployments and Basis Administration 2+ years
- Configured networks and integrated 500+ workstations with on-premises Data Centers for deal rooms in Union Bank, Access, Diamond and NOVA bank.

👤 SUMMARY OF EXPERIENCE

Cloud Operations Engineer (DevOps)
Crossover for Work - Trilogy | *October 2019 – present*

- Constantly and rapidly designing tools for managing various cross platform infrastructure (AWS, GCP, Azure) and programmed clean & re-usable simple codes.
- Continuously work with various platforms (relational databases, ADFS) and with different programming languages while supporting the production cluster management system.
- Docker container management and data updates in a highly controlled customer production environment.
- Develop Python and bash scripts for process automations.
- Continuously develop patches for new and emerging issues on JIRA and the entire DevOps ecosystem for already deployed automations.
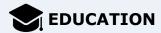- Continuously integrate new systems to already existing platforms and environments (dev, staging and prod).

Technical Support Engineer (L3)
Tek Experts | *April 2018 – October 2019*
- Providing Level I, II and III support to Azure high-level global customers from Europe, to Americas to Asia Pacific, averaging 40 known or emerging issues per week.
- Resolving Windows/Linux OS, VNet, Gateway, NSG, VPN, Storage, Backup, Replication, VM, and other complex IaaS issues hands-on.
- As Level III escalation engineer, I developed a new troubleshooting process that has improved resolution time and increased CSAT for team beyond company's target 4.5 to a consistent 4.7 (by 4%)
- Actively train onboarding members joining the team and coaching peers resulting in increase of efficiency by 10% in team
- Collaborate with peers, cross-platform teams, non-technical, SMEs and Technical Advisers within the site or across global sites
- Performance analysis, benchmarking and systems tuning against best performance metrics using cutting-edge tools on Azure.
- Solid understanding of the Systems Development Life Cycle (SDLC) and Quality Assurance requirements of Azure support
- Implement Azure security methodology and identity solution; Azure ADDS, SSO, RBAC roles and policies for access control
- Expertise in configuring High Availability systems (99.9%), and developing Business Continuity Planning or DRP for corporations, implementing fault and/or update domains across failover clusters (Availability Sets) and across regions (Availability Zones)
- Develop deployment scripts, and JSON templates for troubleshooting legacy Azure resources and services - ASM

Datacenter and Systems Engineer
DBH Solutions | *Nov. 2017 – March 2018*
- Analyzed, recommended, and led a team of 5 to develop a Inventory Management system with ODOO, migrated existing data to the platform on the cloud for 10,000+ SKU items
- Setup, configure networks and integrated 500+ workstations with on-premises Data Centers for deal rooms in banks
- Monitored 100+ production servers on a 24x7x365 rotational basis using SolarWinds RMM ensuring 100% SLAs and OLAs
- Configuring the audio-visual equipment/video walls for use at meetings and conferences including projectors, and PA systems
- Windows Server (enterprise) clustering, RAID integration, performance monitoring, troubleshooting and RAM upgrade,
- Reimaging, configuring, updating/patching and troubleshooting workstations and intranet servers
- Producing systems reports on 500+ device inventory, preventative maintenance, repairs, and upgrade, reducing unnecessary time spent on fixes by 50%

Associate SAP Consultant
Compugeen | *May 2016 – Oct. 2017*
- SAP Business 1, CRM, and Basis deployment, SAP migrations
- Supervising a team of 5 associates, - setup Compugeen Academy Pearson VUE test center configuring client-server environment of 100+ exam workstations
- Managing client's Active Directory, GPO, and troubleshooting inhouse datacenters using Sysinternals suite tools
- Developing innovative solutions on Office 365 using Microsoft Productivity Tools for clients in the Energy and Mining Industry
- Architect, deploy and develop SharePoint server (before SharePoint online) and develop SharePoint sites
- Reengineered client's SAP server setup, establishing automated server generation routines, optimizing performance, installing upgrades/patches, and establishing monitoring.
- Developed cron jobs and shell scripts (batch) for automating tasks like backups, process management, and server reboots, etc.