



# ENYINNAYA AKWU

## CLOUD OPERATIONS ENGINEER

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CROSSOVER

80% 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

JIRA, Github, SAP Basis, SAP B1. Windows Server 2008/2012/2016, MS SQL, Microsoft IIS, Relational DBMS, Dynamo DB. Linux/Windows, CENTOS/Ubuntu server. SolarWinds RMSS, Service Desk tools, 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



**LinkedIn:**  
[@enyiakwu](#)



**GitHub:**  
[enyiakwu/repo](#)



### GOAL

From supporting the development, migration and maintenance of various enterprise systems and products, 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 Information Systems (Enterprise) engineering expertise
- Project Management skills and efficient in an Agile environment
- Collaborative, promotes inclusion and great team player



### 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
- SAP Fiori launchpad integration, improving real-time information and tracking assets by 50%
- Configured and integrated 500+ workstations with on-premises Data Centers for deal rooms in Union, Access and NOVA banks.



### 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.



## CERTIFICATES

### ITIL Foundation Certificate in IT Service Management

PeopleCert

### Microsoft Certified:

#### Azure Administrator Associate

Microsoft

### LFCS: Linux Foundation Certified Systems Administrator

Linux Foundation

### Amazon Web Services Cloud Practitioner

AWS

### Certificate in Project Management

British Project Management Academy



## EDUCATION

### Bachelor of Engineering

Electrical and Electronics Engineering  
(Upper Second-Class Honours)

Michael Okpara University of

Agriculture Umudike

## HOBBIES / INTERESTS



Emerging technology and system integrations



Travelling; I have a personal record of 20 states, and I love meeting new people



Reading; at least one book a month. Playing Chess and Scrabble and designing eCards for friends

- 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%)
- 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 of 100+ exam workstations
- Managing client's Active Directory, GPO, and troubleshooting in-house 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.

### Chief Business Analyst/IT Officer

Maduka Ogan & Co. | July, 2013 – April, 2016

- Created and deployed an SQL DB that reduced the TAT for reports putting us as a top vendor for First Bank
- Improved spending reports to enhance the clarity of expenses and increase efficiency by 55% using Excel
- Senior SQL Server Database administrator and analyst. Carry out training for co-database administrator staff.
- Weekly report analysis, business process reviews and developing spreadsheet models for operations