

## GBENGA AIYEJUMO

Cloud Engineer

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## WORK EXPERIENCE

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### DSI International Inc, New York

January 2024 – Till date

*Part-time AWS Solution Architect (Remote)*

- Led cross-functional team in architecting and deploying cloud-based virtual learning platform, ensuring seamless integration with business partners.
- Research and evaluated new cloud technologies and services, leading to the adoption of a new cloud provider and a 30% reduction in cloud costs.
- Designed and implemented cloud-based solutions using AWS, Azure, and GCP for a financial services company, resulting in a 40% increase in system reliability and a 25% reduction in operational costs.
- Administered Microsoft Intune environments to support over 5000 end-users.
- Created and deployed configuration profiles, compliance policies, and app protection policies to enhance device security and performance.
- Provided training and support to end-users on Intune functionalities and best practices.
- Deployed infrastructure as a code using Terraform
- Leverage Kubernetes and Docker to host our application in a containerized fashion
- Migrate on-premises application files and database to a Multi-cloud environment
- Orchestrated the adoption of cloud-native incident management tools, resulting in a 20% improvement in incident response and resolution times.
- Implemented security controls and best practices for cloud environments, resulting in a 75% reduction in security incidents and a 20% increase in customer trust.
- Mentored junior engineers on cloud architecture and best practices, fostering professional growth and reducing escalation rates by 19%.

### National Open University, Nigeria

January 2021 - February 2024

*Technical Support Engineer*

- Managed a 5-member cross-functional (product, engineering, moodle, drupal, wordpress) team and coordinated with six business partners toward the successful launch of a virtual learning platform.
- Developed and maintained documentation for system configurations, procedures, and troubleshooting steps with 24/7 support for critical systems.
- Conducted regular system audits to ensure compliance with security policies and regulations improving the companies by 15%.
- Provided training and guidance to end-users on system usage and best practices to help protect the organizations cyber security by 17%
- Orchestrated the adoption of an advanced incident management platform, leading to a 20% improvement in response and resolve times.
- Cultivated a high-performing team by developing a training curriculum, improving team technical competency by 40%.
- Designed and executed an automated system health reporting tool, contributing to a 10% reduction in critical incidents.

- Drove a client relations initiative that fostered strategic partnerships, increasing client retention rates by 12%.
- Mentored junior support engineers, elevating team expertise and reducing escalation rates by 18%.

### **Bankersware Housing, Nigeria**

*February 2020 - February 2021*

#### *Technical Support Officer*

- Provided Tier 1 and Tier 2 technical support to clients, diagnosing and troubleshooting hardware and software issues.
- Recorded and documented over 500 support interactions and resolutions in the ticketing system, ensuring 99% accuracy and completeness in records.
- Spearheaded cross-functional collaboration with product development teams to relay valuable client feedback, resulting in the timely resolution of 95% of product issues and bugs within 48 hours, enhancing customer satisfaction metrics by 25%
- Utilized system instrumentation tools to achieve 20% improvement in server-level management efficiency, leading to 30% reduction in system downtime and 15% increase in overall system performance.

### **National Open University, Nigeria**

*June 2018 - January 2021*

#### *Junior Technical Support Engineer*

- Managed hardware components, conducted software installations, and ensured network connectivity for seamless operations.
- Established failover network configurations to maintain internet connectivity.

### **MOO Edu Consult, Nigeria**

*June 2016 - November 2017*

#### *Computer Engineer*

- Orchestrated the provisioning of 100+ computer and network systems, delivering comprehensive training to operators; ensured all software installations were current, enhancing operational efficiency by 40%.

## **EDUCATION**

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**Ahmadu Bello University, Nigeria,**

*December 2021*

Post graduate diploma in Computer Engineering

**Ahmadu Bello University, Nigeria,**

*October 2017*

Bachelor of Engineering in Metallurgical and Materials Engineering

## **SKILLS**

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- **Cloud Technologies:** AWS, and Google Cloud Platform
- **Networking:** TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi
- **Software & Tools:** Microsoft Office Suite, ZenDesk, Rust, JIRA, Salesforce, Slack, TeamViewer, Docker, Kubernetes, Terraform, Ansible, Jenkins, CI/CD pipelines (Jenkins, GitLab)
- **Operating Systems:** Windows Server (Expert), Linux (Advanced), macOS (Intermediate)
- **Networking Protocols:** BGP, OSPF, EIGRP, SNMP, MPLS, VRRP, HSRP
- **Network Troubleshooting:** Wireshark, TCP/IP Analysis, NetFlow, sFlow, IPSec VPNs, QoS
- **Network Equipment:** Cisco Routers & Switches, Juniper EX-Series, SRX Firewalls, FortiGate

- **Competence:** Cloud technology research and evaluation, Infrastructure as Code (IaC), Cloud cost optimization, Performance monitoring and optimization, Technical support and guidance, Containerization (Docker, Kubernetes), Serverless computing (Lambda, Azure Functions).

## CERTIFICATIONS

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Cisco CyberOps Associate	(CISCO) - 2024
AWS Educate Getting Started with Storage and Networking	(Amazon) - 2024
Hands-on with AWS for IT Professionals, WHR5Z7EQB25N	(Amazon) - 2024
Program Management: Stakeholders Identification in ClickUp	(Coursera) - 2023
Python for Data Science AI, & Development, UJZFU4W5WNSQ	(Coursera) - 2022
Tools for Data Science, HYQW25RJH8EZ	(Coursera) - 2022
Data Science Methodology, PMZX5XKTW9SR	(Coursera) - 2022
Python for Project for Data Science, GMG279VU9Y35	(Coursera) - 2022
HTML, CSS & JavaScript, 5QN7P92DR9NT	(Coursera) - 2021
Google IT Support Certificate,	(Coursera) - 2021
Introduction to Internet of Everything	(CISCO) - 2020,
Introduction to Cybersecurity	(CISCO) - 2020,
Essentials of Cybersecurity	(CISCO) - 2020,
PCAP – Programming Essentials in Python	(CISCO) - 2020,

## COMMUNITY SERVICE

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- IT volunteer for local non-profit providing technology workshops to underprivileged youth and immigrants (DSI International, New York, USA, 2023 – Present)
- Provided support and care to less privileged children through orphanage visits (2021-2023)
- Imparted knowledge on leadership and personal development to various community members (2008 – Present)