

JOSEPH OTIENO JUMA

Email: josephjuma24@gmail.com | Mobile: +254721747991 | Nairobi, Kenya

PROFESSIONAL SUMMARY

Proactive and solutions-oriented Cloud & DevOps Engineer with 5+ years of experience managing hybrid environments across AWS, GCP, Azure and on-premise platforms. Expert in infrastructure automation using Terraform, Ansible, and CI/CD tools like Jenkins and ArgoCD. Skilled in troubleshooting OS, application, and network issues, managing Active Directory and DNS infrastructures, and working with cross-functional teams for high-availability system deployments. Adept at balancing performance, cost, and scalability in cloud environments.

TECHNICAL SKILLS

- **Cloud Platforms:** AWS (EC2, S3, ELB, RDS, EKS), GCP (VPC, Cloud APIs, Storage), Azure
- **Infrastructure Tools:** Terraform, Ansible, AWS CloudFormation, ArgoCD, Helm
- **DevOps & CI/CD:** Jenkins, AWS CodePipeline, Bitbucket, GitHub
- **Containers & Orchestration:** Docker, Kubernetes, ECS, EKS
- **OS & Scripting:** Linux, Windows, PowerShell, Bash, Python
- **Identity & Networking:** Active Directory, Azure Entra ID, DNS, DHCP, IAM, SSL/TLS
- **Monitoring Tools:** Prometheus, Grafana

WORK EXPERIENCE

Cloud Engineer & AI Researcher

Transsions Holdings (K) – Nairobi, Kenya

2024 – Present.

Duties and Responsibilities:

- ✓ Administering Windows and Linux servers supporting AWS workloads including EC2, RDS, S3, VPC.
- ✓ Maintaining and troubleshoot Microsoft Active Directory, DNS, and network configurations.
- ✓ Monitoring AWS cloud infrastructure for performance optimization and cost reduction.
- ✓ Automating deployments with Ansible & Terraform; containerize applications with Docker.
- ✓ Collaborating with cross-functional teams and vendors on system onboarding and incident management.
- ✓ Maintaining documentation for disaster recovery, incident response, and infrastructure procedures.
- ✓ Conducting user research to understand pain points, motivations, and behaviors for AI-driven applications.
- ✓ Collaborating with product teams to translate insights into feature improvements & product design decisions.
- ✓ Providing technical support for AI-powered systems, resolving hardware, software, and network issues.
- ✓ Conducting training sessions for end-users on AI applications and system functionalities.
- ✓ Collaborating with engineering teams to identify system issues root causes & implementing lasting solutions.

Key achievements:

- ❖ Reduced infrastructure setup time by 50% with Terraform and CloudFormation automation.
- ❖ Researched reinforcement learning features in AI systems, improving app UX and responsiveness.
- ❖ Led user testing for voice interaction AI assistant accuracy, resulting in a 30% increase in user satisfaction.

Cloud/DevOps Engineer

Kingsway Tyres Ltd – Nairobi, Kenya

2022 – 2023

Duties and Responsibilities:

- ✓ Built and maintained AWS infrastructure using EC2, ELB, RDS, and ECS with IaC best practices.
- ✓ Implemented GCP automation scripts to deploy compute and storage resources.
- ✓ Managed full application stack from OS to cloud-native apps in AWS.
- ✓ Created scalable and secure environments through IAM, Config, and CloudTrail.
- ✓ Led CI/CD automation using Jenkins, CodePipeline, and Bitbucket.
- ✓ Automated infrastructure provisioning using Terraform improving scalability and reducing manual errors.
- ✓ Optimized application performance by fine-tuning compute, storage and implementing auto scaling policies.
- ✓ Performed network troubleshooting, encompassing HTTP, TCP/IP, DNS, Routing and Switching.
- ✓ Configured, managed and supported network firewall devices like Sophos XG Series.

Key Achievements:

- ❖ Implemented CI/CD pipelines, automating code deployment and testing, reducing deployment times by 40%.
- ❖ Managed and optimized CI/CD pipelines, resulting in a 40% increase in overall release frequency.
- ❖ Implemented infrastructure as code using Terraform, leading to a more scalable & secure AWS environment.
- ❖ Collaborated with cross-functional teams to improve system reliability and performance, ensuring 99.99% uptime.
- ❖ Resolved critical incidents and improved system monitoring, reducing downtime by 20%.

Systems & Cloud Engineer

Riley Falcon Security Services Ltd – Nairobi, Kenya

2018 – 2021

Duties and Responsibilities:

- ✓ Provided advanced technical support for Exchange Online, SharePoint, OneDrive, Teams, & Office Suite.
- ✓ Implemented & managed security protocols, such as firewalls, antivirus software to protect systems & data
- ✓ Re-engineered business processes to align with Microsoft 365 and dynamics 365 business central.
- ✓ Deployed and managed Azure resources i.e., Virtual Machines, Load Balancers, and Storage Accounts.
- ✓ Provided expert-level technical support for Microsoft 365 products, including Office Suite, Exchange Online, SharePoint, OneDrive, and Teams, resolving issues and ensuring optimal performance.
- ✓ Implemented & maintained network security including SSL/TLS, network & web app firewalls, & IDP/IPS.
- ✓ Conducted training sessions for IT staff and end-users on M365 best practices, enhancing productivity.

Key achievements:

- ❖ Migrated legacy on-premises infrastructure to Azure and deployed Microsoft 365 business central ERP.
- ❖ Re-engineered business processes to align with M365 business environment & Microsoft dynamics 365 BC.
- ❖ Proposed and led the implementation of an ERP Solution on Microsoft Azure (Dynamics 365 Business Central), which helped in going paperless and improved company operations efficiency by 80%.

Networks & Systems Administrator

Vehicle and Equipment Limited – Nairobi, Kenya

2015 – 2017

Duties and Responsibilities:

- ✓ Supported over 100 users with Microsoft 365 account setup, password resets, & application troubleshooting.
- ✓ Administered, supported Office 365 & resolved tenancy technical issues and monitored Office 365 systems.
- ✓ Managed Mail Servers through C-panel control and domains accounts configurations.
- ✓ Provided technical guidance for migration, configuration and deployment for Office 365.
- ✓ Assisted in account creation, administration, and management of Microsoft Active Directory.
- ✓ Installed, upgraded and administered for Microsoft Windows OS for our infrastructure environment.
- ✓ Troubleshoot & resolved user issues related to email, authentication, security settings, software updates.
- ✓ Assisted with onboarding and training users on Microsoft 365 & best practices to optimize productivity.
- ✓ Configured, installed & administered network infrastructure that supported a staff of 100+ personnel.
- ✓ Monitor system health, performing regular audits & updates to maintain security & compliance standards.

Key Achievement:

- ❖ Implemented cloud-based backup, email & office solution: Microsoft 365 Enterprise Solution that reduced annual renewal cost of productivity software by 50%.

EDUCATION

KCA University – Nairobi, Kenya
B.Sc., Information Technology

January 2019 – November 2021

Kenya Aeronautical College – Nairobi Kenya
Diploma in Aeronautical Engineering (Avionics)

January 2009 – November 2011

CERTIFICATES & TRAINING

- (2025): DevOps Industrial Training – IBT Learning**
- (2025): Kubernetes and Cloud Native Essentials LFS250 – Linux Foundation**
- (2024): Kubernetes HandsOn Course – KodeKloud**
- (2024): Jenkins HandsOn Course – KodeKloud**
- (2024): Certified Associate in Project Management (CAPM®) – Simplilearn**
- (2024): Agile Certified Practitioner – Simplilearn**
- (2023): Certification of Capability in Business Analysis (CCBA®) – Simplilearn**
- (2023): Amazon Elastic Container Service (AWS ECS) – KodeKloud**
- (2023): AWS CI-CD Pipeline – Great learning**
- (2022): Docker & Kubernetes – Simplilearn**
- (2022): Ansible, Git & Jenkins – Simplilearn**
- (2022): Containers & Kubernetes – IBM**
- (2021): Microsoft Azure Administration – Microsoft Learn**
- (2020): Google Associate Cloud Engineer – Google/Pluralsight.**
- (2018): Business Continuity & Disaster Recovery – Cybrary.**
- (2018): IT Governance & Management – Cybrary.**
- (2018): IT Security Governance – Cybrary.**