Joe **Uwazurike**

NETWORK OPERATIONS · CLOUD SAAS ENGINEER

Triad/Triangle N.C. - Remote United States

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"Beware the narcotic of gradualism … the shape of the world permits no such luxury."

Summary

Joe Uwazurike is an Operations and Cloud SAAS Engineer with years of detailed experience at the intersections of technical operations and project management. High depth and breadth skillset within networking, VOIP, SIP, SBC, and telecoms. Systems administration expertise spanning from small business to enterprise. Most comfortable in dynamic, cross-functional, and international teams solving high-priority issues. A tinkerer and problem-solver by nature who thrives under pressure. Passionate about lifelong learning, developing a growth mindset, and giving back to under-served communities.

Work Experience

Verint Systems
Remote - Melville, N.Y.
Oct. 2021 – Mar.2023

NETWORK OPERATIONS ENGINEER

- Maintained platform operations using Jira, Grafana, Prometheus, Solarwinds, Sitescope and other monitoring/observability tools
- Monitored distributed computing stacks and responded to alerts, including proactive and preemptive maintenance
- Performed patching and security remediation for deployments and alongside Application Programming Interface updates
- Administered systems, servers, and network resources to ensure quality of service, availability, and to manage capacity/load
- Planned and performed data backups and disaster recovery operations, coordinating with internal and external resources.

N.T.T Data
Remote - OKC, O.K.
Jan. 2021 - Sep. 2021

TECHNICAL SUPPORT ENGINEER

- Provided Tier 2 oriented windows troubleshooting including CISCO vpn servicing and OKTA single sign-on app administration
- Performed user and group policy management via Active Directory, System Center Configuration Manager, and Citrix Director
- Supported a user-base of greater than 10,000 healthcare professionals distributed across the U.S.A. and internationally

Caring Group
Hybrid - High Point N.C.
Jun. 2018 - Nov. 2020

DESKTOP SUPPORT ENGINEER

- Diagnosed and resolved technical hardware and software issues for windows/mac/mobile devices in three office locations.
- Used traffic and resource management tools to discover and mitigate layer one O.S.I. issues for the VLAN and PBX.
- Wrote the company-wide knowledge-base/standard operating procedure documents for various hardware and software.
- Managed integrations with the V.A. and the P.A.C.E. involving providing key analysis used by non-technical personnel.

Digital Media Consultant
Greensboro N.C.
Feb. 2015 - Dec. 2018

CONTENT DEVELOPER

- Maslo Media (boutique web dev shop) – Set up and customized the Wordpress framework for a law office and pilates studio
- Worked closely with designers, copy-writers & other content developers to ensure the client's web portals reflected their goals
- Built and maintained the custom html/css framework for this local lifestyle and events company
- Integrated targeted email marketing campaigns as well as user experience A/B testing

Honors & Awards

2019	**Bug Bounty** Global Billing Processor, name withheld per agreement	*Online*
2012	**Semi-Finalist** Triad Startup Lab Hackathon – Social Routes	*Elon, N.C.*

Certifications

Cisco Certified Network Associate	*Active 2023*
Security Plus	*In Progress 2023*
Red Hat Certified Systems Administrator	*Expected Q1 2024*

Writing

Luhny Toons and the Bugs Bounty *Worldwide*

TECHNICAL CONTENT *Feb. 2019*

- Post mortem on my first experience with the bug bounty submission process, the updated source can be found on my blog.

What Freedom Means (Sawtooth Cultural Center) *Winston Salem*

ESSAYIST *Jul. 2016*

- Published in an essay collection about the immigrant experience in the southern U.S.A.

Education

East Carolina University *Greenville, N.C.*

MASTER OF SCIENCE IN NETWORK TECHNOLOGY & INFORMATION SECURITY *In Progress - Dec. 24'*

University of North Carolina Greensboro *Greensboro, N.C.*

BACHELORS OF SCIENCE BUSINESS & ECONOMICS

Extracurricular Activity

Forum Contributor *USA*

Security and Network Operations *Present*

- Contributor to forums and user-groups in the security and network operations space including BSIDES Charlotte and Charlotte Hackers.

Skills

Programming   Python, Bash, Zsh, Markdown, LaTeX

Languages   English – Native, Spanish – Conversational, Portuguese – Basic

References

Manager, Ryan Clark (Verint Systems)
Manager, Eunice Oyeno (Caring Group)