Joe **Uwazurike**

NETWORK OPERATIONS · CLOUD SAAS DEVOPS ENGINEER

Raleigh N.C. 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 S.A.A.S Engineer with years of detailed experience at the intersections of technical operations and project management. High depth and breadth skillset within VOIP, SIP, SBC, telecoms, and contact centers. Network and systems administration expertise spanning from SMB's to enterprise. Most comfortable in dynamic, cross-functional and international environments solving real-world, high-priority issues. A tinkerer and problem-solver by nature who thrives in startup-oriented teams. Passionate about lifelong learning, maintaining a growth mindset, and giving back to under-served communities.

Work Experience

Verint Systems
Melville, N.Y.
OPERATIONS ENGINEER
Oct. 2021 - Present

- Maintained platform operations using Jira, Grafana, Solarwinds, Sitescope, Opsgenie among others.
- Reviewed vmware and physical machine logs for root cause analysis and relayed key insights to developers.
- Managed the information exchange process between clients, project managers, and software engineers often including spearheading meetings to sync up on key issues and blockers.
- Followed strict operational procedures to comply with Payment Card Industry Data Security Standards and other regulators.
- Performed as the engineer on-call triaging Priority 1 to Priority 3 incidents during off hours 24/7.

N.T.T Data
Oklahoma City O.K.
TECHNICAL SUPPORT ENGINEER
Jan. 2021 - Sep. 2021

- 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 distributed across the U.S.A. and Internationally

Caring Group
High Point N.C.
DESKTOP SUPPORT ENGINEER
Jun. 2018 - Nov. 2020

- Diagnosed and resolved technical hardware and software issues for windows/mac/mobile devices across three professional offices.
- Used traffic and resource management tools to discover and mitigate layer one Open Systems Interconnection issues with the Internet Protocol phone systems ands Virtual Local Area Network.
- Wrote the company-wide knowledge-base/standard operating procedure documents for various hardware and software suites.
- Managed integrations with the Veteran's Association and the Program for All inclusive Care for the Elderly which involved translating technical implementation details for analysis and use by non-technical personnel

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

- 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**	Name withheld per agreement	*Online*
2012	**Semi-Finalist**	Triad Startup Lab Hackathon – Social Routes	*Elon, N.C.*

Presentation

I.T. Naija 18'
Owerri, Nigeria
PRESENTER FOR <Do I.T. NG>
Jul. 2018

- Introduced online I.T. platforms open to Nigerians with untapped opportunities to make meaningful income and seek contacts and career development resources.

Writing

Luhny Toons and the Bugs Bounty *Worldwide*

TECHNICAL CONTENT *Feb. 2019*

- Post mortem on my first experience with the bug bounty submission process and some of the issues therein.

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. 23'*

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

BACHELORS OF SCIENCE IN DIGITAL MARKETING

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, Eunice Oyeno (Caring Group) *USA*

Colleague, Ruth Nzenwa (Caring Group) *USA*