

DM

David Mboli-Idie

Professional Summary

Results-driven IT professional transitioning into Cloud Engineering and DevOps. Strong problem-solving abilities, a quick learner, and highly motivated to automate and optimize cloud infrastructure. Experienced in system administration, cloud platforms, and infrastructure as code (IaC). Passionate about leveraging technology to improve system efficiency and reliability.

Work History

Transport Canada - IT Technician

Ottawa, ON

12/2022 - Current

- Installed and maintained computers and software, ensuring secure and efficient system operations.
- Provided in-person and remote support to resolve VPN, email, and device issues.
- Managed user accounts and access policies for over 500 employees through Active Directory and Azure Portal.
- Diagnosed and fixed hardware and software problems for laptops, desktops, and mobile devices.
- Utilized BeyondTrust and other tools to deliver effective technical support.
- Monitored system logs to identify and address potential issues before escalation.
- Corrected connectivity faults to restore user access to local networks, cloud-based storage and public web.
- Improved IT support efficiency, creating detailed documentation for common issues and solutions.

Courts Administration Service - LAN Helpdesk Technician

Ottawa, ON

09/2022 - 12/2022

- Responded to help desk requests, quickly resolving technical issues to reduce downtime.
- Configured and deployed computers, printers, and mobile devices for end users.

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📍 Ottawa ON

🌐 <https://www.davidmboli-idie.com/>

Skills

- **Cloud Platforms:** Microsoft Azure, AWS
- **Infrastructure as Code (IaC):** Terraform
- **CI/CD & Automation:** GitHub Actions, Jenkins
- **Scripting & Programming:** Python, Bash
- **Configuration Management:** Ansible
- **Containerization & Orchestration:** Docker, Kubernetes
- **Networking & Security:** VPN, Active Directory, Azure Portal
- **Version Control:** Git, GitHub
- **System Troubleshooting & Monitoring:** CloudWatch, Azure Monitor
- **Soft Skills:** Problem-Solving, Teamwork, Communication

Education

08/2022

Algonquin College

Ottawa, ON

- Assisted with Citrix Workspace setup and Entrust security token configurations.
 - Maintained IT inventory and repaired peripheral devices.
 - Analyzed recurring technical issues to prevent future disruptions.
 - Performed troubleshooting and diagnosis on malfunctioning equipment.
 - Completed complex repairs quickly by leveraging strong diagnostic skills and attention to detail.
 - Increased customer satisfaction with prompt and knowledgeable support for various technical issues.
 - Conducted root cause analyses for recurring technical issues, minimizing future disruptions.
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Projects

Portfolio Deployment with Hugo, GitHub, Terraform & Azure Static Web Apps

- Built a personal portfolio and blog using Hugo as the static site generator.
- Automated infrastructure deployment using Terraform and Azure Static Web Apps, reducing manual setup time by 50%.
- Implemented CI/CD pipelines with GitHub Actions, ensuring seamless updates with zero downtime.
- Optimized hosting on Azure for cost efficiency and scalability.
- Configured a custom domain via GoDaddy and linked it to Azure Static Web Apps for a professional and branded web presence.

NBA Game Updates Project

- Developed an automated pipeline fetching real-time NBA game updates using AWS Lambda.
- Integrated AWS SNS and EventBridge to notify subscribers via email, reducing manual update efforts.
- Managed infrastructure with Terraform, ensuring consistent and repeatable deployments.
- Implemented logging and monitoring with AWS CloudWatch, improving issue detection and response time.

Associate of Science: Computer Systems
Technician - Networking

Certifications

- Microsoft Certified: Azure Fundamentals - License - Earned on: January 21, 2024.
- Currently pursuing: Microsoft Certified: Azure Administrator Associate (AZ-104), expected completion by April 2025.