

# Charles Manah

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## Cloud/DevOps Engineer

Skilled Cloud Engineer and Solutions Architect with over 4 years of experience in Network Administration, Systems Administration, Cloud Infrastructure engineering. Specializing in architecting and constructing multi-tier environments for optimal performance, high availability, enhanced reliability, and security. Proficient in cloud orchestration, automation, security, identity & access management, monitoring, event management, governance & compliance, application delivery, data protection, image and patch management, self-service, and operational analytics within AWS platforms.

## Experience

### Cloud Engineer CarryGo Logistech

**October 2021– Present**

- Developed and implemented AWS architecture for clients, including Landing Zones and Control Towers, ensuring adherence to security and compliance standards.
- Designed and implemented disaster recovery strategies for critical applications, ensuring minimal downtime and data loss.
- Worked with cross-functional teams to deploy infrastructure as code (IaC) and configuration management tools, reducing deployment time by 50%.
- Collaborated with development teams to implement DevOps practices, including continuous integration and delivery (CI/CD).
- Managed agile projects, ensuring timely delivery of high-quality solutions.
- Assist with careful planning using migration phases, CART, ADS and DMS into AWS cloud space.
- Designed for high availability and business continuity using self-healing-based architectures, fail-over routing policies, multi-AZ deployment of EC2 instances, ELB health checks, Auto Scaling, and other disaster recovery models
- Led the successful migration of legacy on-premise infrastructure to the AWS cloud, modernizing systems, optimizing performance, and ensuring seamless scalability to meet growing demands
- Collaborated with development teams to troubleshoot and optimize application performance resulting in increased response times.
- Installed and setup Inspector and New relic for application performance monitoring (APM) utilized by development team.

### Systems Administrator SpringField Gate learning Home

**May 2019 – September 2021**

- Collaborated with cross-functional teams to support capacity planning and contributed to the development of long-term strategic goals for systems and software, aligning technology initiatives with corporate objectives.
- Orchestrated the seamless integration of desktop and server systems by coordinating efforts across network engineering, business application, and database administration functions, ensuring the application of industry best practices.
- Successfully deployed and managed diverse IT infrastructure components, including workstations, servers, printers, scanners, firewalls, encryption systems, and host security systems, guaranteeing a robust and secure environment.
- Played a pivotal role in ensuring the smooth and reliable operation of software and systems, fostering alignment with business objectives and processes, while swiftly addressing and resolving issues.

- Worked closely with management and stakeholders to define precise business requirements, identify systems goals, and proactively resolved intricate business systems issues.
- Conducted comprehensive server and security audits, meticulously planned and executed system backup procedures, and managed recovery processes, strictly adhering to the company's disaster recovery and business continuity strategies.
- Seamlessly integrated servers, including database, e-mail, print, and backup servers, into the enterprise systems, ensuring reliable system connectivity.
- Monitored the help desk database for entries on server and server resource issues, prioritizing and responding to help desk tickets with efficiency.
- Demonstrated expertise in file system configuration and management, skillfully defining and performing server backups and recovery procedures to safeguard data integrity.
- Proactively planned and implemented server upgrades, maintenance fixes, and applied vendor-supplied patches, enhancing overall system performance.
- Successfully managed enterprise directory services and the supporting server infrastructure, maintaining a secure and efficient environment.
- Developed and maintained comprehensive training materials and server documentation, contributing to enhanced knowledge transfer and continuity.

## **Technical Support**

### **e.Stream Networks**

**June 2018 – March 2019**

- Troubleshoot, analyzed, resolved and reported root cause of local and wide area network connectivity issues through phone, email, and remote desktop channels, recommended and implemented solutions and achieved an escalation rate of less than 20%.
- Acted as a single point of contact for over 500 service clients, attending to incidents, requests, and inquiry communication with an average handle time of 15minutes, meeting internal and external SLA for incident resolution.
- Managed a high value portfolio of 276 combined VPN, VSAT, Radio Internet, Fiber Optic Internet, Private WAN links, ensured 99% quarterly service availability and achieved Zero (0) customer churn.
- Facilitated workshops, developed and presented technical documentation to service clients and co-workers providing advice, guidance and training.

## **Technology Skills and Technology Stack**

- **AWS Platform:** AWS CloudFormation, AWS Lambda, AWS Systems Manager, S3, VPC, EC2, ELB, RDS, SNS, SQS, SES, Route53, CloudFront, Service Catalog, AWS Auto Scaling, Trusted Advisor, CloudWatch etc
- **Cloud Orchestration/Automation:** AWS CloudFormation, AWS Lambda, AWS Systems Manager, AWS SSM Parameter Store, Ansible, Docker
- **AWS Security:** AWS Security Hub, AWS Guard Duty, AWS Shield, AWS Firewall Manager, AWS Inspector, Secret Manager, AWS WAF, AWS SSO, AWS Macie etc.
- **Monitoring & Event Management:** AWS CloudWatch (Events & Logs), AWS SNS, AWS S3
- **Identity & Access Management:** AWS Organization, AWS IAM, AWS AD Connector, Active Directory, AWS Workspaces, AWS Secrets Manager, etc.
- **Governance & Compliance:** AWS Config Rules, AWS Organization, AWS Control Tower, AWS Trusted Advisor, AWS Well Architected Tool, AWS Budgets, AWS License Manager, etc.
- **Programming Languages:** Bash, JSON, YML, Python
- **Application Delivery:** Jira, Jenkins, Bitbucket, Confluence, AWS Code Pipeline, AWS Code Commit, Gitlab

- **Data Protection:** AWS Certificate Manager, AWS KMS, Snapshot Lifecycle Manager, AWS Cloud HSM,
- **Self Service:** Service Catalog
- **Network:** VPC, VGW, TGW, CGW, IGW, NGW etc.
- **Image & Patch:** AWS SSM Patch Manager, AWS Golden AMI Pipeline
- **IaC:** CloudFormation, Terraform
- **Containerization:** Docker and Kubernetes

### Education

Seneca College  
Post Graduate Certificate Cybersecurity and Threat Management

August, 2023

Cross River University of Technology  
Bachelor of Electrical and Electronics Engineering

September 2017

### Certifications

AWS Cloud Practitioner (AWS CP)  
AWS Solutions Architect Associate (AWS SAA)  
AWS Security Specialty (AWS SS)  
ISC<sup>2</sup> Certified in Cyber Security (ISC2 CC)

### Professional Memberships

(ISC2) International Information System Certification Consortium - Member ID – 1560616  
British Computer Society (BCS)- Associate Member ID - 995123146  
OWASP (Open Web Application Security Project) - Member ID - cus\_O3Rp1JP40PaOo9