

# CHIDUBEM AMBROSE NKWO

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## PROFILE SUMMARY

Innovative and performance-driven with well-rounded experience from 2 leading multinationals in the software and telecoms industry. People-centric leader, with an ability to revitalize organizations, initiate company-wide campaigns, and capture untapped opportunities for growth.

Recognised as a crusader for cost-efficient designs, and refined expertise in maintenance and reliability. Proven track record of cross-functional leadership in IT Concepts to software modernization and sustainable engineering. Open to opportunities in DevOps management to help deliver improvements to processes, driving breakthrough gains to customer satisfaction, workforce efficiency, revenues, and margins.

## CORE COMPETENCIES

- AWS Core Concept and Design
- Continuous Integration & Delivery (CI/CD)
- Software Delivery Processes
- Software Security & Testing
- ISO & Security Compliance
- Good knowledge of Golang/Bash/JavaScript
- Project Management
- Proficiency with Git and GitHub workflows
- Problem-solving attitude
- Collaborative team spirit
- Cross-Functional Supervision
- Vendor Management
- Proactiveness

## KEY SKILLS

- Azure/AWS/Google Cloud
- Jenkins
- Kubernetes
- Bash scripting, GoLang
- Terraform
- JavaScript/React/NodeJS
- Ansible
- Docker
- Git
- MySQL/PostgreSQL/MongoDB
- Grafana, Prometheus, Kibana
- Nagios
- CloudFormation
- OpenStack

## SELECTED CAREER HIGHLIGHTS

- Successfully delivered a smart S&D solution for a leading telecoms provider in Africa (MTN Cameroon) for the Implementation of a virtual top ups (VTU) in line with the MTN Group directive. Project was billed at over 1million Dollars. With an annual operation supports of about 300k Dollars.
- Part of the team of DevOps Engineers assembled by the company to migrate our product from a service-oriented architecture (SOA) to a full microservice architecture. This led to new product version (5.0) which is fully microservice and has saved the company about 1 million Dollars in operations cost.
- Led the team to successfully migrate a leading telecoms provider in Africa (MTN Ivory Coast) from an Old Infrastructure (CentOS 7) to a newer infrastructure(Rocky Linux). This helped the company pass its security auditing for the year and improved partnership and strong reliance with my company.
- Initiated Focused Improvement to ticketing solution and service incident support. This has resulted to quicker incident resolution.
- Directed a successful database migration solution from Active-standby architecture to Active-Active Architecture. Project was billed for 100k Dollars.
- Deployed a domain and web hosting platform to allow customers purchase domain and hosting and other cloud services using WHMCS. This created a new revenue stream for the company that generated about 30k Dollars annually.
- Designed and delivered a robust service monitoring solution for MTN Nigeria. These helped increase service visibilities and reduced time to resolution for service outages. Project was billed at over 200k Dollars.

## PROFESSIONAL WORK EXPERIENCE

Seamless Distribution Systems AB | DevOps Engineer

Jul. 2021 – Present

- Collaborated with application developers to automate and accelerate the testing, release, and deployment of applications into a production environment quickly and reliably.
- *Successfully delivered a smart S&D solution for a leading telecoms provider in Africa (MTN Cameroon) for the Implementation of a virtual top ups (VTU) in line with the MTN Group directive. Project was billed at over 1million Dollars. With an annual operation supports of about 300k Dollars.*
- *Part of the team of DevOps Engineers assembled by the company to migrate our product from a service-oriented architecture (SOA) to a full microservice architecture. This led to new product version (5.0) which is fully microservice and has saved the company about 1 million Dollars in operations cost.*
- Understanding the needs of stakeholders and conveying them to developers
- Contributed my expertise on information system options, risk, and operational impact.
- Mentored intern engineers in gaining experience and assuming DevOps responsibilities.
- Managed the installation and configuration of solutions.
- Collaborated with developers on software requirements, as well as interpreting test stage data.
- Conformed to best practices in network administration and cybersecurity.
- *Directed a successful database migration solution from Active-standby architecture to Active-Active Architecture. Project was billed for 100k Dollars.*
- Build tools to reduce occurrence of errors and improve customer experience.
- Completed code and script updates, as well as resolving product implementation errors.
- Established a common and modernized approach for implementing software release, support training materials, activities and providing effective knowledge transfer.

#### **Seamless Distribution Systems AB. | Operations Engineer**

**Feb. 2020 – Jun. 2021**

- Develop scripts to automate visualization.
- *Designed and delivered a robust service monitoring solution for MTN Nigeria. These helped increase service visibilities and reduced time to resolution for service outages. Project was billed at over 200k Dollars.*
- Develop software to integrate with internal back-end systems.
- Deploy updates and fixes and provide Level 2 technical support for application and vendor request.
- Perform root cause analysis of production errors and resolve technical issues.
- Design procedures for system troubleshooting and maintenance.
- *Directed a successful database migration solution from Active-standby architecture to Active-Active Architecture. Project was billed for 100k Dollars.*
- *Initiated Focused Improvement to ticketing solution and service incident support. This has resulted to quicker incident resolution.*

#### **Softclo Web Services Ltd. | Application Platform Engineer**

**Dec. 2017 – Dec. 2019**

- Manage Enterprise Resource planning (ERP) platform and internal database.
- Deployed a domain and hosting platform to allow customers purchase domain and hosting and other cloud services using WHMCS. This created a new revenue stream for the company that generated about 30k Dollars annually.
- Interact regularly with customers to understand their KPIs and anticipate their needs.
- Replace an outdated, unstable, and insecure VPN platform with a safer, more robust, and modern infrastructure.
- Architect, implement, and manage all server, storage, and virtualization platforms.
- Implement needed ITIL standards, which provide audit capability and accountability.
- Performed conceptual, detailed design/analysis, installation sequence, cost analysis and budgeting to ensure project feasibility.
- Lead the development and implementation of an internal web-enable payroll systems.
- Maintain and apply thorough understanding of computers and relate technologies/devices to troubleshoot and repair programming issues and equipment throughout the building.
- Migrate data to new SAN systems using LVM with no system downtime.

#### **Softclo Web Services Ltd | Graduate Intern (Application Support).**

**Nov. 2016 – Nov. 2017**

- Recommend and deliver Linux (Redhat) base systems to satisfy business requirements.
- Procured hardware, implement software, convert the database, lead exhaustive QA testing, and train all stakeholders.
- Designed and develop JavaScript base web portal to provide self service capabilities to staffs, by automating time attendance.
- Trained all users in Salesforce use and data standards.
- Maintained and apply thorough understanding of computers and relate technologies/devices to troubleshoot and repair programming issues and equipment throughout the building.
- Championed ITIL service management processes to deliver business value and continuous service improvement.

#### **VPS Technologies. Ltd | Software Support Intern**

**Sep. 2014 – Oct. 2015**

- Learnt the rudiments of software engineering and best practices. Great experience, helping to further solidify knowledge of theories gained from the University as part of the Students Industrial Work Experience Scheme (SIWES).

## **EDUCATION**

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- **B.Tech. Computer Science (Second class upper) – 2014**  
Federal University of Technology Owerri - FUTO

## REFERENCES

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