Samuel Chika, Ezeja

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A versatile and dedicated professional with a diverse technical background encompassing Node.js Full Stack Development, Zabbix Monitoring, DevOps practices, Network Engineering, and Automation Engineering.

Node.js Full Stack Development: Proficient in building scalable web applications using Node.js, Express.js, and popular front-end frameworks like React.js and Angular.js. Experienced in working with databases such as MongoDB and PostgreSQL, and implementing RESTful APIs and microservices.

Zabbix Specialist: Expert in deploying and managing Zabbix monitoring solutions for large-scale IT environments. Skilled in configuring Zabbix proxies, creating custom templates, and setting up advanced visualizations and alerting systems.

DevOps Engineer: Strong experience in implementing CI/CD pipelines using tools like Jenkins, GitLab CI, and Travis CI. Proficient in containerization and orchestration technologies like Docker and Kubernetes, and infrastructure as code (IaC) tools such as Terraform and Ansible.

Network Engineer: Solid understanding of network protocols, LAN/WAN, TCP/IP, and VPN/Firewall configuration. Experienced in troubleshooting network issues, configuring routers and switches, and managing network security measures.

Automation Engineer: Proficient in automating repetitive tasks and processes to improve efficiency and reliability. Experienced in scripting languages like Bash, and automation tools like Ansible.

Throughout my career, I have demonstrated the ability to learn new technologies quickly, enlighten my teammates, work collaboratively in team settings, and lead projects to successful completion. I am passionate about leveraging technology to solve complex problems and drive business success.

SKILLS

Soft Skills: Collaboration, Creative Thinking, Leadership, Decision Making, Documentation, Adaptability, Self-learning.

Hard Skills: Deployment, Networking Protocols, VM's, Infrastructure Provisioning.

Monitoring: Zabbix, New Relic.

Operating System: Windows, Linux (Ubuntu, RHEL).

Programming: TypeScript / JavaScript (NodeJS), Bash, Java, Python, CSS Libraries.

Database: MySQL, Postgres, MongoDB, Redis, Firebase.

Automation: Ansible, Terraform, Jenkins. **Collaboration**: MS Teams, Slack, Discord, Jira.

Version Control: Git.

Containerization: Docker, *Kubernetes*. **Cloud Providers**: AWS, Digital Ocean.

EXPERIENCE

Network Operations Engineer:

(Westermo Ireland) - Dublin, Ireland.

(2021 - Till Date)

- Configure, monitor, troubleshoot and support customers sites and devices globally using in-house software's –
 Activator and Monitor.
- Designed and maintained monitoring infrastructure using Zabbix, ensuring high availability and proactive issue resolution.
- Building Zabbix templates to align with customers' site demands for device monitoring.
- Develop in-house software's to enhance day-to-day activity and team collaboration.
- Prioritize customers support with Freshdesk / Salesforce based on support contract.
- Provide coaching for my colleagues and customers via presentation slides on our products and network protocols.

- Implemented and maintained network monitoring solutions using Zabbix, ensuring proactive identification and resolution of network issues.
- Configured and managed IPSec, L2TP, and OpenVPN tunnels for secure communication between remote sites and data centres.
- Established and maintained VPN connections using WeConnect and other VPN technologies to enable secure remote access for customers.
- Deployed and configured Radius and TACAS servers for centralized authentication and authorization of network devices.
- Designed and developed custom Zabbix templates to monitor network devices, servers, and applications, ensuring comprehensive visibility into system health and performance.
- Configured Zabbix items, triggers, and discovery rules to collect and analyze key performance indicators (KPIs) such as CPU utilization, bandwidth usage, and latency.
- Integrated Zabbix with network devices via SNMP to monitor interface status, traffic, and errors, facilitating proactive identification and resolution of network issues.
- Collaborated with stakeholders to gather requirements and define monitoring objectives, ensuring alignment with business goals and objectives.
- Implemented advanced Zabbix features such as event correlation, auto-discovery, and remote commands to automate routine tasks and enhance operational efficiency.
- Developed documentation for Zabbix templates, including configuration details, troubleshooting steps, and best practices, to facilitate knowledge sharing and onboarding of new team members.
- Provided technical support and training to internal teams on Zabbix usage, configuration, and troubleshooting techniques.
- Conducted regular network audits and assessments to identify vulnerabilities and ensure compliance with security policies.
- Collaborated with cross-functional teams to troubleshoot and resolve network-related issues in a timely manner.
- Documented network configurations, procedures, and troubleshooting steps to ensure knowledge transfer and maintain network integrity.
- Provided technical guidance and mentorship to junior team members, fostering skill development and knowledge sharing.
- Creating and modifying in-house documentations for processes and device manuals, accommodating changes due to updates.

Key Achievements:

- Reduce customer ticketing by 50% by providing remote support.
- Reduce logistic cost by 15%, working remotely with Engineers for device replacement on site.
- Improved team collaboration (production and support) with a personal software built by me Barcode-Generator.
- Developed a "Ticket Summary" software to keep track of ticket and share ticket across colleague when on leave, to promote customer support and continuity.

Fullstack NodeJS Developer:

(Boonfu) – Lagos, Nigeria.

(Dec., 2022 - Till Date)

- Architected and implemented mini e-commerce platform, by leveraging React / Typescript for frontend and Node.js for the backend.
- Optimizing customers database to improve web app performance.
- Collaborating with frontend developers through documentation of RESTful API using SwaggerUI.
- Directed a team of 3 developers, 1 UI/UX designer in developing, upgrading webapp to improve customers engagement using Agile methodology boosting productivity by 40%.
- Involve in project / product planning into features for development.
- Established best coding practices via design principles and patterns, improving team productivity by 25%.
- Assign and monitoring task using Trello, Discord and Figma.
- Spearheaded the migration of legacy systems to cloud, employing Docker, Ansible and cloud, which resulted in a 15% improvement in application scalability and a 20% reduction in server costs.
- Built deployment pipeline for deployment environments and releases using Jenkins.

Key Achievements:

- Improved bug detection and fix by 80%.
- Speed up testing and development by 50%.
- Improved team collaboration and productivity by 40%.

Team Lead DevOps Engineer:

(CloudHight Consulting) - Dublin, Ireland.

2020 - 2022

- Coaching a team more than 8 junior DevOps engineer.
- Designed and implemented Continuous Integration and Delivery Pipelines using Jenkins and Git.
- Planning, automating, provisioning, configuring, deploying, monitoring, upgrading client infrastructure with emphasis on security, performance and cost.
- Coordinating and assigning team members to task in line with client project.
- Automating client project (CICD) using Terraform, Jenkins, GitHub Webhook, Linux, Ansible.
- Documentation of processes, error(s) and solutions on each task in confluence in response to task on Jira.
- Monitoring servers using New Relic.
- Implemented Git workflows and best practices to streamline collaboration and version control across teams.
- Automated infrastructure provisioning and configuration management using Ansible, Terraform, and Docker.
- Implemented Ansible playbooks to automate configuration management, reducing deployment time by 40%.
- Collaborated with development teams to optimize Node.js application performance and automate build processes.
- Implemented Git workflows and best practices to streamline collaboration and version control across teams.

Key Achievements:

- Help junior intern DevOps engineer land their dream job after coaching and interview prep.
- Alumni network that supports interns in their new jobs.
- Developed slides to teach interns with detailed information's considering the latest updates in the industry.

Fullstack Web Developer (Freelance)

(Self-Employed) - Lagos, Nigeria

2018 - Till Date

- Develop project concepts and maintain optimal workflow.
- Collaborated with cross-functional teams to gather requirements, plan sprints, and deliver features on time.
- Team collaboration to manage large, complex design projects for corporate clients.
- Championed adoption of TypeScript in React projects, improving developer productivity over 60%.
- Implemented Git workflows and best practices to streamline collaboration and version control across teams.
- Integrated third-party APIs and services to extend application functionality and enhance user experience.
- Developed and maintained RESTful APIs and server-side logic using Node.js and Express.js, ensuring high performance and scalability.
- Participated in code reviews, provided constructive feedback, and adhered to coding standards and best practices.
- Facilitated a cross-functional team in adopting Typescript for front-end development, reducing runtime errors observed in production by 50%.
- Document developed RESTful API for collaboration with Frontend engineer using Swagger UI.
- Ship software in container on demand.
- Implemented automated testing using Mocha to ensure code quality and reliability.
- Plan, develop, troubleshoot, support, monitor and test software.
- Collaborate with UI/UX designers using Figma.
- Deployed applications to production environments using Docker, AWS, or Heroku, ensuring seamless deployment and scalability.

IT NETWORK SUPPORT / TECHNICIAN - (L3):

(Nigerian National Petroleum Cooperation) - Ikoyi Lagos State, Nigeria

2019

- Plan, document, configure, troubleshoot, monitor, and support all network device(s) installation for new / old site(s).
- Managing and updating IT inventory.
- User account configuration: permissions and password management

- Hardware / Software / Network support ensured all IT equipment complies with industry standards.
- Configured VLANs, VTP, Ether-channels, DHCP etc, for proper optimization of the network.
- Attending to customer query via Ticketing system and documenting / report escalating issues to higher Tier handwritten / mail.
- Maintain professionalism and courtesy, answering phone calls.
- Performed Upgrading and backups of Cisco router configuration files using TFTP server.
- · Working with service providers.

IT Consultant:

Federal University of Technology, Owerri, Imo State - Lagos, Nigeria

2015

- Worked closely with department to analyse IT system requirements, IT needs and their budget to plan IT projects and ensure customers satisfaction.
- Developed IT system specifications after evaluating departments expectation to complier with industry standards.
- Solved clients IT issues Researched and purchased equipment / quality software, documented plan for software, hardware and networking installation and maintenance.
- Decommission of bad computers/networks.
- Installed and updated Windows 10, Microsoft Office Suite, Matlab, Norton 360.
- Installed network technology: Wireless Access point, DHCP, TCP/IP, Access Control (Security).
- Mentored the first IT officer in mathematics department.

Key Achievements:

- After my tenure as the Director of Research, and experience gathered during my internship, I spoke to the
 department on the importance of moving digit and won the contract of installing and managing a Computer Lab
 Installation, Troubleshooting and Maintenance of PC, Printers and Network.
- Installed the first computer lab in Mathematic department and mentored the elected IT officer.

I.T SUPPORT TECHNICIAN (L1/L2):

Federal University of Technology, Owerri, Imo State - Lagos, Nigeria

2014

- Monitoring Servers and network daily to ensure connectivity before daily online meeting.
- Support in PC / Printer / Network device installations using ticketing system.
- Assisted the network manager with Installation, Configuration and Administration of Windows Servers 2000/2003, Active Directory, FTP, DNS, DHCP, TFTP, under various LAN and WAN environments.
- Used Visio to plan and document network installation before configuration.
- Setup companies mail on staff desktop/mobile, password reset, obtain feedback and suggestions.
- Worked with the I.T team members to resolve Local Server Issues
- Establishing timeline / report for escalating issues.

Key Achievements:

• Introduce the use of Visio to plan and document network installation before implementations. This promoted the delivering of project 70% faster and easily adapt to changes without extending project deadline.

EDUCATION

Higher Diploma in Computing

Griffith College Dublin, Ireland

(2019 - 2020)

- Programming, Data structure and Object-Oriented Development Java.
- HCI & GUI Programming JavaFX.
- Operating System / Data Communication and Network.
- Relational Database MySQL.
- Software Engineering for Web Application HTML5 / CSS3 / BootStrap / JS / jQuery / PHP / MySQL.

BSc - Industrial Mathematics

Federal University of Technology, Owerri

(2010 - 2015)

CERTIFICATION/AWARDS:

- Zabbix Certified Specialist
- Zabbix Certified User
- Zabbix Certified Professional.
- Diploma in Cybersecurity UCD Professional Academy.
- Cisco Certified Network Associate Routing and Switching (CSCO13347633), Cisco.

- Object Oriented Programming PHP MVC Approach (Certification of completion), Udemy.
- Director of research Mathematic Department
- President Servicom and Gender National Youth Service Corps.
- Team lead: Community Social Responsibility RCCG Excel Parish, Sandyford, Ireland.

HOBBIES:

- Coaching / Teaching
- Learning new technologies
- Meeting People.

REFEREES:

Provided on-demand.