

Somina Otonye Douglas

MSc. IT | KCNA | Enterprise IT Service Manager | Configuration Manager | Application Support Analyst | Microsoft Technical Support Engineer | Telecommunications Engineer



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Douglas Somina



Lagos State, Nigeria

Professional Summary

Microservices and Containerized applications are gradually deconstructing the giant Monoliths, and I am excited about the optimized delivery of solutions through efficient orchestrations, automation, versioning, monitoring, and collaboration.

I have managed high availability IT Services, for over 4 years, supporting Enterprise applications with a proven history of problem-solving, technical support and service management for financial services, cloud services and Oil & Gas Telecommunication, security and Safety systems.

Currently aligning with DevOps practices, completing test projects on version control (Github), and container orchestration labs, with a solid foundation in cloud-native principles that foster more performance Optimized, Scalable, Decentralized, and Resilient services.

Skills

DevOps Tools: [GitHub Repo](#), Kubernetes, SUSE Rancher, Azure DevOps

Cloud Platforms: Microsoft 365, Microsoft Azure, AWS, Google Cloud,

Technical Support: API Testin (Postman) | Performance Monitoring (AppDynamics) | Logs & Root Cause Analysis

IT Service Management | Incident Management | Configuration Management | Problem Solving | Application Support | Telecommunication | Collaboration and Team Leadership

Work Experience

Andela - The Linux Foundation

DevOps Trainee – Kubernetes Cloud Native Program

Certified- Kubernetes Cloud Native Associate (KCNA)

April 2025 – May 2025

- Completed 3 months of hands-on DevOps training in Kubernetes and cloud-native technologies.
- Completed basic container orchestration labs like setting up clusters, managing nodes, and deploying microservices.
- Simulated scenarios using core components such as Pods, Services, Deployments, ConfigMaps, and Volumes to understand application lifecycle management.
- Used basic kubectl commands for troubleshooting and monitoring.

Access Bank Plc

Application Support Lead – Risk, Audit & Compliance

July 2023 – Present

- Supervising a team of application support analysts and maintaining daily 99.99% uptime for critical IT Risk, Audit & Compliance services powering the Contact Center, Retail Operations, Credit Risk, and Corporate Communications businesses of the Bank.
- Collaborating with developers to deploy changes, troubleshoot and resolve incidents to meet Business Requirements.
- Provided technical support, performance monitoring and Root Cause Analysis.
- Maintaining ITIL Principles, Change Management, Release & Deployment policies of the Bank.

Projects:

- **Infopool Application Enhancements:** Led critical enhancements and fixes on the customer transaction history intranet application of the Bank, improving and optimizing turnaround by 40 seconds per user call dropping the average time per call to 700ms Bank wide in Retail operations, audits, and Contact Center support.
- **SUSE RANCHER API Resilience Project:** Deployed API alternatives to provide resiliency and failover alternatives to ESB APIs. This effectively eradicated the risk of a complete system failure and unavailability of customer Transaction history.
- **Access Intranet 2.0:** Led the revamping of Access Bank Staff Intranet (Employee Central)), migrating data from an outdated SharePoint 2013 farm to SharePoint online using Sharegate tool, delivering cutting edge intranet solution with and excellent look and feel that drives employee engagements and powers the corporate communications arm of the Bank.

- **Project Everest:** Participated in the Access Bank Flexcube Database upgrade from Flexcube 12x to 14x, Ensuring smooth failover for IT Risk Audit & Compliance Applications.
- **ACL (Audit Command Language) Enhancement:** Led critical enhancements and fixes on the Audit Command Language antifraud monitoring system powering the Internal Audit and Anti-Fraud Units.
- **CEO Awards:** Delivered the Bank's prestigious annual CEO awards voting platforms for all subsidiaries using SharePoint web paths in 2023 and PowerApps in 2024.

Tek Experts Nigeria

Microsoft Technical Support

Engineer

June 2022 – June 2023

- Provided remote IT support to Microsoft 365 Enterprise users worldwide.
- Provided troubleshooting support on Windows, MAC and IOS operating systems,
- Provided specialized support for Microsoft Certified devices like Microsoft Teams Room, IP Phone, and VoIP systems.
- Managed support tickets using ticketing tools like Rave and Dynamics
- Collaborated in Teams and Escalated bugs.

Center for Information and Telecommunications Engineer

IT Research Associate (Volunteer)

May 2021 – May 2022

- Published academic research work on the International Journal for scientific Research and Management.
- Carried out research in Smart Agriculture using IoT, and Embedded systems optimize and monitor crop performance.

Projects:

- **Built Smart Farming prototype greenhouse ecosystem**

Publication: [Green House Smart Farming Echosystem | International Journal of Scientific Research and Management \(IJSRM\)](#)

Sielte Nigeria Limited

Telecoms Support Engineer

November 2017 – November 2019

- Provided Telecommunications project support in Oil & Gas fields.
- Designed LAN & WAN, Fiber Optics cabling and accessories, PAGA systems, Explosion proof CCTV systems using AutoCAD.

Sielte Nigeria Limited

Telecoms Trainee Engineer

February 2015 – September 2015

- Went on field trips and trained to Install LAN & WAN, Fiber Optics cabling and accessories, PAGA systems, Explosion proof CCTV systems.

Education

University of Port Harcourt

Master of Science: Information and Telecommunication Engineering (2019-2021)

Godfrey Okoye University

Bachelor of Science Computer Science (2012 – 2016)

Licenses & Certifications

- Kubernetes Cloud Native Associate (KCNA)
- Generative AI with AWS ([UDACITY](#))
- Cloud Infrastructure Technologies (Linux Foundations)
- ISO/IEC 20000:2018 I.T Service Management Systems ([ITSMS](#))
- Oracle Cloud Infrastructure Associate [Certified](#)

[Credly Badges](#)

[Microsoft Badges](#)

[GitHub Repo](#)