Sheriff Oshinuga

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Professional Summary

Results-driven Cloud Support Engineer and Technical Systems Engineer with 9+ years of experience supporting enterprise cloud and virtualized infrastructure environments. Proven expertise in AWS, Azure, GCP, VMware, and VxRail, with a strong background in system administration, networking, storage, security, and lifecycle management. Highly skilled in diagnosing complex infrastructure issues, supporting upgrades and migrations, resolving production incidents, and maintaining 99.9% availability across mission-critical systems. Experienced in working directly with customers and cross-functional teams to troubleshoot, remediate, and prevent platform issues. Known for clear communication, strong ownership, and delivering reliable, supportable cloud solutions.

Technical Skills:

- **Cloud & Platform Technologies**
    AWS: EC2, S3, IAM, CloudTrail, VPC (support, troubleshooting, operations)
    Microsoft Azure: Azure AD, Virtual Machines, Networking, Identity & Access, Monitoring
    Google Cloud Platform (GCP): Compute, Storage, IAM (support-level)
    VMware / HCI: vSphere, vCenter, ESXi, vSAN, VxRail, vCloud Director
- **Infrastructure & Systems Support**
    Virtualization & HCI: VMware vSphere/vSAN, Hyper-Converged Systems, Nutanix (exposure)
    Operating Systems: Linux (Ubuntu, CentOS, RHEL), Windows Server, macOS
    Storage & Networking: vSAN storage policies, disk groups, NICs, VLANs, DNS, NTP, SSL certificates
    Security & Identity: Certificates, RBAC, IAM, SSO, compliance awareness (SOC2, HIPAA, GDPR)
- **Monitoring, Observability & Operations**
    Monitoring & Logging: LogicMonitor, Splunk, Datadog, CloudWatch, ELK Stack, Grafana
    Alerting & Incident Response: Health checks, root cause analysis, preventive remediation
    Lifecycle Management: Platform upgrades, patching, firmware compatibility, pre-checks (vxverify)
- **Automation & Scripting (Support-Oriented)**
    Scripting: Bash, PowerShell, Python (support automation & diagnostics)
    Templates & Tools: ARM Templates (basic), Infrastructure validation scripts
    (Used primarily for operational efficiency, troubleshooting, and repeatable support tasks)
- **Databases & Data Services (Support-Level)**
    SQL Server, MySQL, PostgreSQL, MongoDB (connectivity, performance, support)
- **Collaboration & Support Tools**
    Git, GitHub, GitLab (documentation & scripts)
    Ticketing, escalation workflows, customer-facing support

Work Experience

VxRail Cloud Support Engineer II, Dell Technologies
June 2022 – Present

- Investigated and resolved alerts in VMware vCenter using advanced log analysis, resolving an average of 10+ failed VxRail and VCF upgrades weekly, ensuring platform stability and reliability.
- Configured vSAN storage policies for stretched clusters and varying failure tolerances, improving fault tolerance, availability, and disaster recovery readiness.

- Led pre-upgrade health checks, validations, and remediation (vxverify, certificates, DNS, NTP, disk balance, firmware readiness) to ensure successful VxRail lifecycle operations.
- Troubleshot complex network, storage, and compute issues across on-prem and cloud-integrated environments, reducing MTTR by ~40% for enterprise customers.
- Monitored and supported AWS, Azure, and Google Cloud environments used alongside VxRail, maintaining 99.9% uptime for customer workloads.
- Developed and maintained support automation and diagnostic scripts (Python, Bash, PowerShell) to streamline repetitive troubleshooting tasks and improve case resolution efficiency by ~30%.
- Authored and published a Dell Knowledge Base article for the VxRail upgrade failure *"Test SEKM"* (December 2023), enabling faster resolution across support teams and reducing repeat escalations.
- Provided end-to-end customer-facing technical support, including root cause analysis, upgrade recovery, certificate remediation, and post-upgrade validation, ensuring high customer satisfaction.

Cloud Support/System Engineer II, Hospital for Special Surgery
Oct 2021 – May 2022

- Managed, monitored, and optimized cloud infrastructure, ensuring 99.9% uptime for mission-critical applications.
- Deployed, configured, and maintained 500+ cloud-based virtual machines (VMs) across AWS, Azure, and GCP environments.
- Implemented security best practices, reducing cyber threats by 40% through IAM policies, firewalls, and encryption strategies.
- Automated cloud infrastructure deployments using Terraform and CloudFormation, increasing deployment efficiency by 60%.
- Troubleshot and resolved 150+ cloud incidents per month, ensuring minimal downtime and business continuity.
- Conducted system performance analysis and tuning, improving application response time by 30%.
- Managed containerized applications using Kubernetes and Docker, orchestrating 100+ microservices in production.
- Provided 24/7 cloud infrastructure support, reducing escalations by 35% through proactive monitoring and issue resolution.

IT Support Technician (Robotics & infrastructure), Amazon.com
Mar 2020 – Sept 2021

- **Robotic System Support**: Provided technical support for robotic systems, diagnosing and resolving hardware/software issues to reduce downtime by 20% and improve operational efficiency.
- **Technical Training & Development**: Conducted coaching and training sessions for 300+ associates, focusing on quality, productivity**, and** safety standards. Improved team performance metrics and adherence to safety protocols.
- **Safety Compliance**: Identified and addressed safety hazards in the work area, implementing corrective measures that reduced workplace incidents by 15%.
- **Operational Reporting**: Managed outbound operations, generating comprehensive reports to track performance metrics and drive process improvements.
- **Hardware & Software Troubleshooting**: Diagnosed and resolved technical issues related to Mac OS, Google for Work, Cisco Meraki, and Dropbox, ensuring seamless operation of critical systems.

System Engineer, Eminent Intl. Loss Adjusters
Feb 2018 – Jan 2020

- Designed, implemented, and maintained 50+ servers to ensure optimal system performance and reliability.
- Monitored and troubleshot system uptime issues, reducing downtime by 30% through proactive maintenance.
- Installed, configured, and managed Windows/Linux servers, improving deployment efficiency by 40%.
- Administered Active Directory, DNS, DHCP, and Group Policies, ensuring 99.9% system uptime.
- Managed VMware/Hyper-V virtual environments, increasing system scalability by 25%.
- Automated routine system administration tasks using PowerShell/Bash scripting, cutting manual workload by 50%.
- Optimized network security by implementing firewall policies, VPNs, and IDS/IPS solutions, reducing cyber threats by 35%.

Desktop Technician, Computer Warehouse Group
Jan 2016 – Jan 2018

- **Technical Support**: Provided comprehensive technical support to 80+ clients, addressing hardware and software issues promptly and effectively.
- **Hardware Installation & Troubleshooting**: Installed, upgraded, and troubleshot desktops, laptops, and peripherals, ensuring optimal functionality for end-users.
- **Network Support**: Troubleshot and escalated DHCP, DNS, Wi-Fi, VPN, and other network issues, collaborating with network engineers to achieve timely resolution.

Education/Certification

Education
- Master of Arts in International Relations, Lead City University (2017)
- Bachelor of Science in Political Science, Fountain University (2014)

Certifications
- VMware Certified Professional Data Center Virtualization (VCP8-DCV)
- Microsoft Certified: Azure Administrator Associate
- Microsoft Certified: Azure Fundamentals
- Dell Proven Professional: GenAI Foundation
- Barracuda Cloud Gen Firewall Certification
- LogicMonitor Certified Associate
- CompTIA A+
- ITIL Foundation
- CompTIA Project+

Additional Achievements

- President, Student Union Fountain University Association (Jan 2013)
- Invented a solution and created a Dell knowledge base article for a VxRail upgrade error "Test SEKM" (Dec 2023)