Tim Abiok, M.S | **Developer**

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Summary

Senior Software Engineer with 14+ years of experience driving software development, cloud architecture, and GIS/geospatial solutions. Proven track record designing and deploying cloud-native applications end-to-end, leveraging DevOps practices, Infrastructure as Code, and distributed systems to deliver scalable, high-performance platforms. An experienced McKinsey alumni consultant, recognized for translating complex business needs into innovative technology solutions. Advanced expertise across AWS, Azure, Google Cloud, ServiceNow and ESRI.

Skills

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| --- | --- |
| **Languages & Frameworks** | NodeJS, React, TypeScript, AngularJS, GraphQL, Loopback, Python (Kedro, Pandas), Java, SQL/NoSQL, Shell Scripting, CSS, HTML5 |
| **Operating Systems** | Linux (Ubuntu, Red Hat), macOS, Windows |
| **Development**  **Practices** | Agile Methodologies, Test-Driven Development (TDD), Behavior-Driven Development (BDD), CI/CD Pipelines, Continuous Integration, Continuous Deployment, Microservices Architecture |
| **Platforms &**  **Dev Tools** | AWS, Azure, GCP, IaaS, SaaS, PaaS, IaC (Terraform, Ansible), Docker, Kubernetes, Jenkins, Git, GitHub Actions, GitLab CI/CD Pipelines, MySQL, MongoDB, PostgreSQL |
| **GIS** | ESRI ArcGIS Desktop, ArcGIS Pro, ArcGIS Online, TNT GIS, AutoCAD, QGIS, Agisoft |
| **Consulting**  **Skills** | Client Relationship Management, Stakeholder Communication, Solution Design, Digital Transformation, Cloud Strategy, AI/ML Integration, Business Process Automation |

Work Experience

**Sr. Software Engineer**

**Booz Allen Hamilton | Tampa, Florida | April 2024 - Present**

* Playing a critical role in the of release and maintenance of NGIC Army Cloud Computing ServiceNow Customer Management Self Hosted Applications by designing and writing 90% of the orchestration and maintenance pipelines, increasing scalability and deployments times across government networks to about 95%.

**Cloud Engineer II**

**McKinsey & Company | Washington DC | May 2022 – April 2024**

* Architected and led the development of three cloud-native applications on AWS and Azure, ensuring high availability, robust security, and optimal performance, which resulted in a 30% reduction in system downtime and a 25% improvement in application responsiveness.
* Designed and implemented Infrastructure as Code (IaC) solutions using Terraform, enabling the rapid deployment and scaling of resources across multiple environments, resulting in a 40% increase in deployment efficiency and reduced infrastructure provisioning time by 50%.
* Delivered a client-facing ERP solution for a leading Canadian mining firm, optimizing backend processes and automating CI/CD pipelines with GitLab and Docker, leading to a 20% improvement in operational efficiency and a 35% reduction in deployment times.
* Served as a ServiceNow SME in Generative AI adoption and Digital Transformation initiatives, successfully driving five high-impact projects that resulted in a significant increase in client satisfaction and a 20% improvement in project delivery timelines.

**Sr. Software Engineer**

**Booz Allen Hamilton | Norfolk, Virginia | Mar 2020 – May 2022**

* Led the migration and enhancement of the U.S. Army’s Cloud Customer Service Management Systems to AWS GovCloud, with a focus on Site Reliability Engineering (SRE) and database redundancy, resulting in increased system reliability and reduced downtime by 40%.
* Digitized 90% of Defense Intelligence Agency (DIA) HR processes by implementing ServiceNow HR Service Delivery (HRSD) and custom Pro Code solutions, significantly enhancing operational efficiency by 35% and ensuring compliance with federal regulations.
* Automated NAVSEA ITSM and ITAM processes leveraging ServiceNow’s capabilities, leading to a 20% improvement in service delivery and asset management, reducing asset tracking time by 50%.

**Application Developer**

**HIRE VIA TEMP AGENCY - SUPER SYSTEMS INC. | Aug 2019 – Nov 2019**

**Imagine One Technology | Norfolk, Virginia | Nov 2019 - Mar 2020**

* Enhanced the ServiceNow ITSM deployment for NAVSEA by implementing customizations, integrations resulting in improved service efficiency and faster issue resolution times by 25%.

**Aviation Technician**

**US Navy – FRCMA | Norfolk, Virginia. | Sep 2015 – Sep 2019**

* Conducted intermediate-level repair and calibration of avionics systems, resulting in a 98.8% readiness rate and a 100% improvement in team efficiency.

Education & Certification

**MS Degree in Software Development.**

Boston University, Metropolitan College, Boston, MA. | Completed – Aug 2020

**BS Degree in Geological Engineering.**

University of Mines and Technology, Tarkwa, Ghana. | Completed – May 2007

* AWS Certified Architect Associate
* AWS Certified Developer Associate
* HashiCorp Certified Terraform Associate
* ServiceNow CMDB Micro Certification
* Micro-Certification – CSM with Service Management for Implementers
* Micro-Certification - Service Portal
* CompTIA Security+ Certification
* ServiceNow CSA Certification