

Jeremiah Tisan Bako

Cloud & DevOps Engineer

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Certificate & Certification

Certified Kubernetes Administrator (CKA)

AWS Solutions Architect Associate

DevOps/Cloud engineering certificate (York University)

Projects

[Infrastructure-3tier-Terraform-Project](#)

[Amazon Connect Project](#)

[Jenkins-ArgoCD-Pipeline](#)

[Secure-Static-Website-Hosting](#)

[Three-tier-Architecture-with-Serveless-Backend](#)

[DevSecOps-CI/CD-Pipeline](#)

Result-driven Certified Cloud & DevOps Engineer with over 6 years of experience in cloud platforms, specializing in AWS, Azure & GCP. Proven track record of implementing DevOps practices to optimize software development processes, reduce deployment cycles, and enhance collaboration. Skilled in CI/CD pipeline setup, scripting for automation, and adept at troubleshooting issues. Experienced in designing Amazon Connect solutions for scalable contact centers and training junior staff. Excellent communicator with a focus on technical documentation.

TECHNICAL SKILLS

Cloud Platforms: AWS, Azure, GCP

DevOps Tools: Jenkins, Amazon Connect, Terraform, Linux, Docker, Kubernetes, CloudFormation, Ansible, Git, Bash Scripting

Scripting: Python, Shell

CI/CD: Jenkins, ArgoCD, Gitlab, Github Action

Monitoring: Prometheus, Grafana, Dynatrace

Networking: VPC setup, VPN configuration, routing concepts

Web Services: API, REST, RPC

PROFESSIONAL EXPERIENCE

DevOps and Cloud Engineer, Ttec

May 2020 - Present

- Designed and maintained CI/CD pipelines using Jenkins and other DevOps tools, enabling a 30% increase in the frequency of code deployments to Amazon EKS, significantly reducing release time from 3 hours to 4-5 minutes.
- Integrated Amazon Connect with services like S3, AWS Lambda, and CloudWatch to create scalable solutions.
- Worked closely with cloud engineering and operations teams to ensure the security posture of contact center infrastructure aligns with business and regulatory requirements
- Trained junior staff on Amazon Connect and other AWS services, helping them build operational proficiency.
- Write bash script for automation.
- Extensive hands-on experience in securing and managing Amazon Connect platforms. Played a key role in designing and maintaining security for Amazon Connect services, ensuring compliance with stringent security protocols.
- Led initiatives in evaluating AWS services (IAM, VPC, KMS) for security vulnerabilities, proactively addressing issues and providing recommendations to improve the security, stability, and supportability of cloud infrastructures.
- Implemented DevOps practices, resulting in a 20% reduction in deployment cycles.
- Automated repetitive tasks using Linux, Python and Bash scripts, Jenkins, Github Actions and Argo Cd leading to a 25% improvement in operational efficiency.
- Collaborated with development and operations teams, enhancing cross-functional collaboration and reducing incident response time (Mean time to restore service) by 15%.
- Automated infrastructure provisioning using Terraform and Ansible, reducing deployment time, increasing efficiency, and ensuring consistency.
- Integrated AWS Lambda functions to evaluate whether AWS resource configurations comply with custom Config rules.
- Fostered a culture of high-quality code and engineering processes through thoughtful architectural decisions and iterative design.

Solutions Architect (AWS), Daar Communication

Aug 2016 – April 2020

- Held discovery meetings with clients to gather and document architecture requirements.
- Designed and implemented a cloud-based solution, resulting in a 30% reduction in infrastructure costs while improving system scalability.
- Collaborated with sales teams to design and present technical solutions to clients, contributing to a 15% increase in client acquisition.
- Worked on cost optimization projects, migration projects, and renovation projects that reduced costs by 30% while improving performance by 20%.
- Increased application performance by 25% through the migration of legacy systems to a microservices architecture.
- Designed and implemented scalable, highly available, and fault-tolerant system solutions in the AWS cloud environment leveraging cloud enterprise technologies and services such as AWS VPC, Auto Scaling, ELB, and AWS Global Infrastructure.

Achievements

- Successfully reduced deployment cycles by 20% and enhanced collaboration between teams at Ttec.

- Achieved a 10% cost optimization in cloud infrastructure management through resource right-sizing and monitoring.

EDUCATION

Certificate – DevOps & Cloud Engineering (York University) – 2024

Certificate - Business Communication for Cloud Specialist (Sheridan College) – 2023

Certificate – AWS Solutions Architect & DevOps Engineering (JJTech) - 2022

Bachelor of Science – Mass Communication (National Open University) - 2017

References

Available upon request