

GEORGE EKANEM UDOSEN

IT Support & Cloud Systems Engineer Aba, Nigeria | (+234) 8022149027 |  
datameshprojects@gmail.com [Digital Portfolio](#)

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## EXECUTIVE SUMMARY

Technical professional with 4+ years of experience in Cloud Infrastructure and Managed IT Services. Expert in troubleshooting hardware/software issues and automating system deployments. Currently specializing in MSP (Managed Service Provider) tools to support the Nigerian IT ecosystem.

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## TECHNICAL CORE

- MSP Stack: ConnectWise RMM, Autotask, Nodeware, Sophos, BrightGauge.
  - Cloud: AWS (S3, EC2), Azure, Google Cloud Platform (GCP).
  - Infrastructure: Docker, Terraform, Kubernetes, Linux, Windows Server.
  - Security: Google Cybersecurity, Endpoint Protection, IAM Policies.
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## CASE STUDIES (EXPERIENCE)

### 1. Managed IT Services | IT Support Intern (Current)

- Problem: Client networks required proactive monitoring to prevent downtime and security breaches.
- Solution: Managed 50+ endpoints using ConnectWise RMM and Sophos. Conducted vulnerability scans with Nodeware and tracked all resolutions through Autotask.
- Result: Improved system uptime and maintained 100% SLA compliance for client tickets.

### 2. Cloud Automation | Assistant Lead DevOps Engineer

- Problem: Manual server setups at Oluadepe Farms were slow and inconsistent.
- Solution: Developed Terraform scripts to automate AWS infrastructure and containerized backends with Docker.
- Result: Reduced deployment time by 50% and eliminated environment configuration errors.

### 3. Technical Mentorship | Program Assistant (Andela)

- Problem: 30,000+ students across Africa needed scalable technical support for Cloud certifications.
  - Solution: Managed a team of 10,000 facilitators and provided real-time technical troubleshooting via Slack and Zoom.
  - Result: Successfully prepared the majority of students for the Google Associate Cloud Engineer exam.
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### PROJECTS

#### AI Resume Builder & Coopa-app (Next.js, AWS S3, Clerk Auth)

- Proof: Built a secure, full-stack platform. Resolved complex React 19 dependency conflicts and secured user data using AWS S3 bucket policies.

#### Groupkash Mobile API (Python, Flask, Docker, AWS)

- Proof: Engineered a containerized fintech backend. Implemented automated testing with Pytest to ensure zero-downtime updates.
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### CERTIFICATIONS & EDUCATION

- BSc. Information Technology – Ensign College (In Progress)
- AWS Solutions Architect | Azure Administrator | GCP Associate Cloud Engineer.
- Google IT Support Professional | Google Cybersecurity.
- TestOut Pro: PC Pro (A+), Network Pro (Network+), Client Pro.