GEORGE EKANEM UDOSEN

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

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.

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.

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.

PROJECTS

Next.js Professional Digital Portfolio (Next.js 15, TypeScript, React 19 Compiler)

- Proof: Engineered a high-performance, single-page technical dashboard inspired by Brittany Chiang's design. Optimized rendering using the **React 19 Compiler** and implemented a **Static Asset Routing** strategy to ensure a functional "Plan B" PDF download for users with unstable internet connections. Resolved critical pathing and case-sensitivity issues during deployment to guarantee 100% asset availability.

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.

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.