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📁 Experience

- **Senior Engineer, SRE**, London Stock Exchange Group April 2025 - Present
 - Manage critical incidents and outages with urgency, reducing resolution time by 30% and supporting 99.95% system uptime.
 - Support and resolve 50+ weekly end-user issues, improving response efficiency and cutting ticket backlog by 25%.
 - Enforce change control protocols to meet client SLAs and maintain 100% audit compliance.
 - Maintain technical docs and post-incident reviews, reducing onboarding time by 40% and boosting knowledge sharing.
 - Collaborate with Engineering, Support, and Management to cut cross-team issue resolution time by 20%.
 - Provide 24x7 on-call support in rotation, reducing after-hours downtime by 35% and ensuring service continuity.
- **Software Engineer**, London Stock Exchange Group May 2023 – March 2025
 - Led the migration of CI/CD workflows from Jenkins, BitBucket, and Nexus to GitLab DevOps, increasing development pipeline efficiency and reducing build time by 35%.
 - Deployed Kong API Gateway using Helm on Kubernetes clusters, securing and managing API traffic with 99.9% uptime.
 - Implemented VPC Endpoints and HA Proxy for secure, scalable network access to AWS services, improving data security and reducing network latency by 20%.
 - Built namespaces for new company services within Kubernetes, streamlining service deployments and reducing provisioning times by 30%.
 - Led the development of a containerized VSCode Copilot extension, integrating Azure services with GitLab CI/CD pipelines, Helm for deployment, and Azure Monitor Logs. This AI-powered code completion tool, deployed to our client's developer teams, increased their productivity by 25%.
 - Utilized Azure OpenAI to optimize AI-driven completion services for code queries, reducing development cycle times by 15%.
 - Managed the deployment process using Helm and ensured efficient infrastructure management through Terraform/Terraform IaC. This improved deployment times by 20% and minimized manual configurations, enhancing system scalability.
- **Site Reliability Engineer (SRE)**, London Stock Exchange Group Jan 2023 – May 2023
 - Created Datadog dashboards, metrics, and log aggregation, improving monitoring capabilities, leading to a 30% reduction in time-to-resolve incidents.
 - Automated Kubernetes secret refresh processes, ensuring seamless application updates and reducing manual intervention by 40%.
 - Containerized a mortgage analytics project using Docker and Kubernetes, optimizing infrastructure deployment and enhancing system scalability by 50%.
 - Developed an end-to-end AWS Lambda and S3 replication system for mortgage data analytics, reducing data retrieval time by 25%.
- **Cloud Engineer**, Cvent Jan 2023 – July 2023
 - Managed OUs, Users, and Groups with Microsoft Active Directory (AD), improving organizational efficiency by streamlining user and permission management, reducing account management time by 20%.
 - Designed and implemented VPC Peering and AWS PrivateLink, optimizing cross-region and cross-account communication while ensuring data security and reducing latency by 15%.
 - Configured AWS CloudTrail and AWS WAF, bolstering security by providing logging, monitoring, and protection against common web exploits, resulting in a 25% reduction in security incidents.
 - Spearheaded AWS Billing and QuickSight integration, delivering cost-saving insights that reduced cloud expenses by 10% through resource utilization optimization.
- **Graduate Teaching Assistant**, Rochester Institute of Technology Jan 2022 – Dec 2022

- Provided guidance to 81 graduate students, resulting in a 15% increase in course completion rate and a 20% increase in students achieving A grades.
- Enhanced students' understanding of machine learning applications in software engineering, boosting overall project success rates by 30%.
- **Systems Administrator**, Orange Liberia Aug 2017 – June 2018
 - Gained hands-on experience in server administration, including installing and configuring Windows and Linux servers, managing user accounts and permissions, monitoring system performance and capacity, troubleshooting and resolving technical issues, and backing up and restoring data, which improved system uptime by 15%.
 - Participated in a data migration project to transfer data to new servers following the company's acquisition, contributing to the successful completion of the project on time and reducing data retrieval time by 20%, enhancing overall operational efficiency.
 - Assisted in troubleshooting tasks, including routing, switching, configuring firewalls, tracerouting, and configuring DNS, DHCP, and File Servers for vendors. These efforts helped to maintain the smooth operation of the company's central data center, leading to a 30% decrease in incident response time.

Education

- **MS in Software Engineering**, Rochester Institute of Technology **GPA: 3.81** Dec 2022
 - **Capstone Project:** Developed a BERT-based classification model to automatically label GitHub issues as question, bug, or enhancement in open-source projects. Evaluated the approach using a dataset of over 800K labeled issues and achieved an average F1-score of 0.87, outperforming a previous ML technique based on FastText.
 - Designed and implemented scalable software systems using design patterns and software architecture principles.
 - Led a cross-functional team to deliver a software project using Scrum, UML, and other modeling techniques to capture software requirements, designs, and implementations.
 - Implemented and analyzed the performance of advanced data structures and algorithms.
 - Designed and implemented automated unit testing frameworks.

Skills

- **Programming/Scripting Languages:** Java, C/C++, Python, Bash, YAML, JavaScript, TypeScript
- **Cloud Technologies:** AWS (VPC Peering, PrivateLink, CloudTrail, WAF), Azure (Entra ID, OpenAI, AI Search, AKS, AGIC, Key Vault, CosmosDB)
- **DevOps Tools:** GitLab CI/CD, Jenkins, Terraform, Terragrunt, Helm, Docker, Kubernetes
- **Monitoring & Analytics:** Datadog, AWS QuickSight
- **Security:** AWS WAF, IAM, Trust Advisor, CloudTrail, Microsoft EntraID

Certifications

- **Azure:** Fundamentals, Administrator
- **AWS:** Cloud Practitioner, Solutions Architect, Developer, SysOps Administrator