

TOSIN IFEKOYA

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Passionate and detail-oriented Cloud & Full Stack Engineer with expertise in cloud architecture, automation, and web development. Skilled in designing and deploying scalable cloud solutions, developing interactive web applications, and optimizing performance, security, and efficiency. Strong problem-solving abilities and a commitment to continuous learning in cloud technologies and DevOps practices.

RELEVANT WORK EXPERIENCE

PAAQ - Remote

IT Support Specialist

2022 – Present

Key responsibilities

- Provide comprehensive technical support to employees, addressing hardware and software issues, network connectivity problems, and system malfunctions. Achieved a 95% satisfaction rate based on support ticket surveys.
- Performed regular system updates, patches, and backups to ensure optimal performance and security of IT infrastructure.
- Provided timely and effective support through various channels (phone, email, chat) to resolve technical problems and answer user queries.
- Created and maintained detailed documentation of IT processes, solutions, and user guides to facilitate knowledge sharing and issue resolution.
- Assisted in training users on new software, tools, and best practices, enhancing overall productivity and technical proficiency.
- Managed and prioritized support tickets using ITSM tools, ensuring prompt resolution of high-impact issues and effective communication with stakeholders.
- Ensured compliance with security policies and procedures, including user account management and data protection practices.

PAAQ - Remote

Cloud Engineer || Full Stack Engineer

2022 – Present

Key responsibilities

- Assisted in the deployment, configuration, and management of cloud services and resources on AWS.
- Developed and maintained scripts in Python and Bash to automate routine tasks, including system backups and software updates. Integrated CI/CD pipelines using Jenkins and GitHub Actions.
- Monitored cloud usage and expenses, recommending and implementing strategies to optimize resource utilization and reduce costs.
- Assisted in the deployment and management of cloud infrastructure on AWS, with a focus on EC2 instances, S3 storage solutions, and RDS databases, ensuring effective resource allocation and performance optimization.
- Supported the implementation of cloud security best practices and compliance measures, including access controls, encryption, and security group configurations.
- Created and maintained documentation for cloud architecture, deployment processes, and best practices to support team collaboration and knowledge sharing.
- Worked closely with senior cloud engineers and other IT professionals to design and implement cloud solutions that meet organizational needs and project requirements.
- Supported the development and testing of disaster recovery plans and backup strategies to ensure business continuity.
- Continuously updated knowledge of cloud technologies, industry trends, and emerging tools to enhance skills and contribute effectively to projects.

Portfolio Projects

MyCity – Interactive Travel & Tourism Platform

Technologies Used: HTML, CSS, JavaScript, AWS S3, CloudFront, Route 53, Google Analytics, SEO.

- Developed a dynamic and user-friendly travel website focused on Ibadan, featuring hotels, restaurants, hangouts, and blogs.
- Implemented advanced filtering for hotel searches with animations, improving user experience and engagement.
- Integrated Google Analytics to track user interactions and optimize content based on visitor behavior.
- Built an AI-powered hybrid live chat system for real-time recommendations without a backend.
- Deployed using AWS S3, CloudFront, and Route 53, ensuring high availability, fast performance, and secure access.
- Ensured responsive design and SEO optimization, enhancing accessibility and search visibility.

SKILLS

Technical Skills

- Troubleshooting & Technical Support (Hardware, Software, Network)
- IT Service Management (ITSM) & Ticketing Systems
- Cloud Technologies: AWS (EC2, S3, CloudWatch, IAM, Route53, VPC, CloudFront, AWS Lambda)
- Remote Support Tools: AnyDesk, TeamViewer
- Operating Systems: Windows, macOS, Linux
- Scripting & Automation: Python, Bash, YAML, JSON
- Infrastructure as Code (IaC): Basic knowledge of Terraform, CloudFormation
- Networking Fundamentals: TCP/IP, DNS, DHCP, VPN

Customer Service & Communication Skills

- Effective Verbal & Written Communication
- Active Listening & Empathy in Customer Interactions
- Conflict Resolution & Problem-Solving
- Time Management & Multitasking
- Training & User Education

CERTIFICATIONS AND TRAINING

- AWS Solutions Architect Associate
- AWS Machine Learning – Specialty
- CompTIA A+

EDUCATION

UNIVERSITY OF ILORIN (On Campus)

Bachelor of science (Bsc) - Microbiology

2016-2021