Stephen Oduor
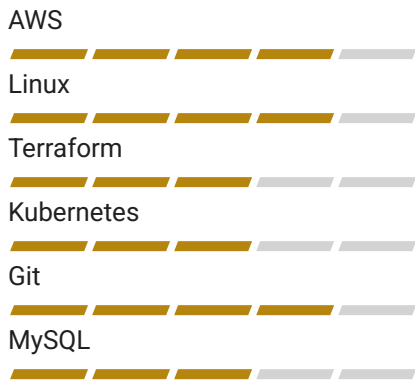
DevOps Engineer

Contact Details

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- in linkedin.com/in/stevenodu
- 🌐 https://oduor.netlify.app
- ➤ github.com/stevenodu

Skills

AWS

Linux

Terraform

Kubernetes

Git

MySQL

Soft Skills

Communication ●●●●●
Customer Support ●●●●●
Leadership ●●●●○
Report & Analytics ●●●●●
Project Management ●●●●○

Languages

Bash ■■■■□
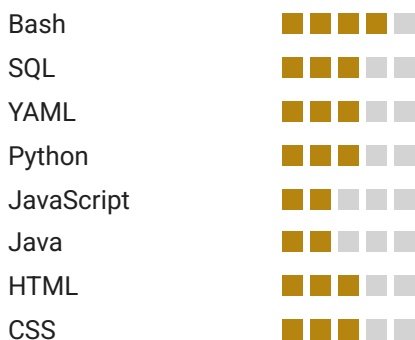SQL ■■■□□
YAML ■■■□□
Python ■■■□□
JavaScript ■■□□□
Java ■■□□□
HTML ■■■□□
CSS ■■■□□

Professional Summary

Dynamic Cloud Engineer with 8+ years of hands-on experience in DevOps, incident management, and secure cloud solutions. Known for driving cloud optimization, streamlining technical transitions, and elevating operational efficiencies. Expert at designing resilient cloud infrastructures and delivering top-tier support to meet complex demands. Passionate about leveraging technology to maximize uptime, enhance security, and enable scalable growth.

Work Experience

DevOps Engineer
Synthesis Software
Mar 2022 - Present

- Led a successful transition for 10+ clients to Synthesis managed services, leveraging Bitbucket, Git, AWS, and Terraform, resulting in improved operational efficiency.
- Automated infrastructure provisioning using Terraform, reducing deployment times from days to a few hours and minutes thereby ensuring consistency across environments.
- Configured and Integrated monitors using Datadog, Opsgenie and FreshService tools thereby improving incident management and observability.
- Developed custom Python scripts to monitor file age and system health, reducing manual intervention and improving SLA compliance for services such as LucidWorks Pipelines.
- Implemented CI/CD pipelines with terraform & Bitbucket, enabling daily deployments and reducing production errors by 35%.
- Collaborated with the Managed Services manager to streamline processes thereby improving team response time to client queries by 40% and resolutions by 20% while leading cross functional teams in incident resolution.

Senior Site Reliability Engineer
Cellulant Kenya Limited
Feb 2020 - Feb 2022

- Identified critical gaps preventing payment duplication, saving the company an estimated $30,000 in potential annual revenue loss and a 25% reduction in payment error incidents.
- Orchestrated solutions for 20+ recurring incidents, including user whitelisting and SMS report generation.
- Improved Service Desk SLA & OLA from 60% to 92% by fast-tracking FCR and providing customer training.
- Spearheaded communication during critical incidents and supported Root Cause Analysis, improving system turnaround by 60%.
- Contributed to KB articles and training manuals helping bridge the knowledge gap within the team

Cloud Support Engineer
REAN Cloud LLC (Hitachi Vantara)
Jan 2018 - Feb 2019

- Drove all critical customer communications while becoming lead L1 engineer.
- Trained 10+ new team members and interns, resulting in a 20% faster onboarding process and improved skill readiness for project support.
- Provided cloud L1 support becaming L1 Root Cause Analysis (RCA) specialist handling all customer RCAs in the process

Certifications

Tech Recruitment Certified Professional
DevSkiller
1733000400000
4cFavPzvD4Ops7D0lxPDPd

ITIL v4 Foundation
AXELOS
1640984400000
GR671362140SO

G Suite Administrator Fundamentals
Coursera
1559336400000
V9S35YRVQVMH

GCP Associate Cloud Engineer
Google Cloud Services
1561928400000
13383997

AWS Certified SysOps Administrator – Associate
Amazon Web Services (AWS)
1493586000000
6DXX14S22NRQ1436

AWS Cloud Engineer
Jan 2016 - Mar 2019

Digital Divide Data

- Oversaw the Tomcat deployment and integration for the DuraSpace Project ensuring a faster project delivery speed of up to 3 weeks early.
- Developed the first Cloud Services department website
- Developed training resources that enhanced new hire onboarding efficiency metrics by reducing average time-to-resolution for technical issues from three hours down to one hour within two months after implementation.
- Managed over 50 accounts, ensuring 99.9% uptime through proactive monitoring and troubleshooting, while overseeing the successful migration of 10+ lightweight on-prem servers to the cloud.

Education

BSC Information Technology
Feb 2015 - Jul 2019

Kenyatta University

Achievements

Automated Client Transition to Managed Services Workspace
- Ensured seamless migration of client infrastructure to the Synthesis platform reducing the turnaround from 1-month to two weeks.
- Streamlined the onboarding process, improving SLA readiness from 75% to 95% as per the contract.

Payment System Optimization
- Saved the company from significant revenue of up to USD 30,000 loss by addressing payment duplication issues by identifying gaps in the payment system and suggesting solutions.

Fitviu Application Development
- Led the implementation, deployment, testing, and go-live phases, resulting in the successful launch of the Fitviu Application 3-months ahead of schedule.
- Successfully developed a PCI/DSS compliant system for secure online payments creating highly available, scalable, secure, and cost-effective cloud solution thereby increasing payments on the system by up to 60%.