

CHRISTIAN ETOUNDI EKODO

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OBJECTIVE

The detail-oriented individual brings a strong academic foundation in Cloud Computing architecture, and administration as well as industry certifications such as AWS certifications, Linux, and CompTIA. Seeking opportunities to further develop skills in Cloud system organization, data management, and networks.

EDUCATION

Master of Science in Cloud Computing System June 2023

University of Maryland Global Campus, Adelphi, MD

Internetwork Engineering Certificate July 2020

PC AGE Career Institute, Jersey City, NJ

AREAS OF TECHNICAL KNOWLEDGE

AWS/ VMware and VirtualBox/ AWS/ Microsoft Azure fundamental/Microsoft Office 365 fundamental/ EC2/ Cloud formation/ Cloud9/ CI/CD tools/VPC/ Cloud Front//TCP/IP/IAM/backup and data storage/DHCP/DNS/route 53/Access control

HIGHLIGHTED PROJECTS

- Proof Of Concept (POC) project to Build a blogging website for redeemer chapel with a highly available Content Management System backed website in AWS platform using AWS S3
- Proof Of Concept project to set up and deploy VPC for redeemer chapel to connect AWS resources with on-premise infrastructures in AWS platform
- AWS Serverless Chat Application
Built a serverless chat application using AWS Lambda, DynamoDB, API Gateway, S3, Cognito, CloudFront.
- AWS Three-tier Web Application
Deployed and hosted a highly available WordPress application using Amazon EC2, RDS, Route 53, and VPC.
- AWS CI/CD (Continuous Integration and Continuous Delivery)
Deployed code from the code commit repository to a single EC2 instance using code pipeline, code commit, code deploy, S3.
- Website migration
Build AWS migration and Web services, test migration environment, prepare cloud monitoring dashboard, cause site outage, and investigated results on the monitoring dashboard.
- Cloud deployment architecture plan
Design cloud architecture for email, software development platform, and backup and archiving
- Cloud backups and archiving deployment runbook
Using the AWS cloud environment, set up public and private VPC for high availability, set up AWS site-to-site VPN to connect on-premise to the cloud environment, set up backup storage on AWS S3, setup cloud sync to automate the migration, set up monitoring through CloudWatch
- Develop the Training and Operations Plan
Using AWS Service catalog, end-user guide and administrator guide cloud operations has been developed
- Cloud orchestration and automation

Using CloudFormation, deployed HPC cluster, data warehouse, machine learning, and website in AWS cloud environment

- Cloud migration project

Set up cloud migration planning assessment tools, and use AWS application discovery services to gather information linked to the usage of data. Used AWS OpsWorks to migrate servers and applications. Used AWS Data Migration Service to migrate the on-premise MySQL database to an Amazon Aurora MySQL. Set up post-migration activities with AWS Trusted Advisor and AWS System Manager

CERTIFICATIONS

Comptia A+	October 2020
AWS Cloud Practitioner	December 2020
Linux Essentials	February 2021
AWS Solution Cloud Architect Associate	April 2021

EMPLOYMENT EXPERIENCE

Comcast — Commercial Technical support (March 2023 - present)

- Uses multiple software systems, investigate, triage, and troubleshoot customer services orders, and repair tickets
- Resolving 15 + times sensitive tickets using TTS ticketing system to resolve small and medium customers' issue
- Processing Transfer of financial responsibility and name changes
- Assumed ownership of any issue escalated from tier 1
- Support RIPv2 static customers (create configuration files, apply the TFTP servers, and troubleshoot routing problems)
- Prioritizes workload and manages multiple time-sensitive issues at once
- Effectively solves issues and equipment relating to connectivity, network, equipment, identifying LAN issues, domain issues

Comcast — Business Services Support Professional (May 2021 – March 2023)

- Gathered customer and technology information to determine technical support level; elevated calls to tier 2 support level as necessary
- Provided first-level technical support to end-users on Comcast tools for Small and Medium Businesses
- Performed troubleshooting techniques over the phone or remotely to identify and resolve issues related to data, voice, TV, and internet for end-users

KevtechIT inc. — Service desk (intern) (January 2021 – May 2021)

- Resolving 15 + time-sensitive tickets promptly, completing and escalating, when necessary, a day through phone or e-mail using Spiceworks ticketing system.
- Manage user Active Directory. Create and set up users, groups, permissions, group policy password reinforcement, and unlock user accounts.
- Create and develop in-depth training materials, process guides, and system procedures documents for all staff members.

- Configure Windows Server domain settings, TCP/IP settings, share drive permissions, and join clients to domain.