ABDUL B. JALLOH

Summary:

Experienced Information Systems management worker, Enthusiastic, resourceful hardworking with over 10 years academic and professional background in information Technology and five years Cloud Engineering. With firsthand experience on Oracle Database, SQL, Windows Server, Microsoft Office 365, Basic Networking, Helpdesk experience, Microsoft SharePoint 2010/ 2013/2016 and Online. Certified AWS Solution Architect with hands on experience on Amazon Web Services Cloud Platform.

Experience:	**Position**	**Date**
METROPOL-TECHAWS CONSULTING INC **Laurel MD**	**Cloud Engineer**	**12/2015-Present**

Duties:

- Successfully designed and delivered secured fault tolerant and strong cloud solutions for some organizations on AWS Cloud.
- Participate in deep architectural discussions to ensure solutions are designed for successful deployment in the cloud.
- Ensure solutions are developed and packaged in an easily consumable and repeatable way for customers and internal technical teams.
- Capture and share best practice knowledge with the internal technical teams.
- Partner with the sales team to design solutions for customers, drive AWS adoption and revenue.
- Proposing AWS Cloud Solutions and their value during Operations meeting and implement them when they are approved as best for the business goals or received the design from supervisors and implement them.
- Manage, Monitor, Troubleshoot and solve problems on AWS Infrastructure using resources as CloudTrail, CloudWatch, SNS, etc.
- Experience in creating Roles and policies and assigned to dedicated AWS services and users.
- Understanding of application, server, and network security.
- Build AWS Infrastructure based on best practices defined by AWS.
- Administer AWS Cloud Security – Allowing access to service and users with IAM, Security Group, Network Access Control List, MFA, KMS and Cloud HSM.
- Define methods of performance in the AWS Cloud as they relate to the business goals using CloudFront, CloudFormation, Lambda, Microservices and ECS.
- Involved in using Python Scripting in multiple projects, creating cloud formation template, and writing lambda functions.
- VPC Networking: Subnets, CIDR Space, NAT, Internet Gateways, NACLs, Security Group, VPN, Direct Connect, VPC Peering,
- For the platform high availability using the services as ELB, ALB, EFS, Auto Scaling, , Lifecycle Management, Database Replica, Multi-AZ configuration, S3, Glacier, and Versioning
- Experienced on the basic Cloud fundamental (High availability, Performance, Security)

Paragon Bioservices   IT Professional/SharePoint Admin   01/2015–12/2015

Duties:

- Work on ways to improve SharePoint site performance
  Design, develop, and implement InfoPath forms and workflows to improve business processes.
- Provide and support governance policies and procedures including change management, perform an assessment of design changes and impact.
- Assist in creating strategy for SharePoint Online (business process improvements, workflows and forms).
- Configuration and management of Service Applications such as Excel, Visio or Workflow Manager Services.
- Working with major networking components, network operating systems and basic computer hardware components.
- Set policies and make them know to employees about our mobility and data usage.
- Provide content management to all employees and compliance across all documents.
  Administrating and facilitation of SharePoint data and structure.
- Performing typical system administrative activities such as site creation, user training, backup, restore and issue resolution.
- Providing 2nd, and 3rd tier support (problem/incident management) on a Windows SharePoint server.
- Ability to work with users' and other technicians with varying IT backgrounds.
- Ability to work in a fast-paced and sometimes stressful environment.
- Experience in working with Microsoft InfoPath.
- Use Active Directory and Exchange365 to create new user, set up security groups and Distribution lists.

Hizoom Technologies   Help Desk Technician   07/2012-12/2014
Duties:

- Present analysis and findings in written reports.
- Ensured proper release and maintenance of all systems.
- Overview the daily performance of computer systems.
- Referred major hardware and software problems and defective products to vendors for service.
- Evaluated and conducted technical and functional research and analysis.
- Collected data around every transaction and turned it into tools that helped users.
- Trained users in the proper use of hardware or software.
- Provided after-hours support for applications and project efforts when needed.
- Applied performance tuning techniques.
- Implemented and administered advanced Microsoft technologies, Technical Troubleshooting onsite and remotely, Hardware Configurations.
- Offshore Team Collaboration for different clients
- Software Installation and deinstallation for different operating systems LAN, WAN, VPN troubleshooting and Connectivity Problem Diagnosis and solutions

Education:

- University of Maryland University College   Bachelor's Information systems Management (In progress)
- Anne Arundel Community College   Associate in Information Technology   2016

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- University of Sierra Leone   Bachelor's Information Systems.   2012

SKILLS:

Excellent verbal and written communication skills
Active Directory and Exchange365
Performance and quality assurance
Ability to work under pressure
Fast pace worker
Experience in Spiceworks and Jira ticketing system
Delivery time within ticket SLA
Experience with cloud software
Fast learner
Great analysis experience

References:
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