

SOLOMON GANA

Infrastructure & DevOps

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Objectives

To leverage my expertise in managing hybrid IT infrastructures and DevOps practices to streamline operations and drive continuous improvement in a dynamic organization. I am committed to optimizing IT infrastructures, and fostering a culture of collaboration to deliver resilient IT solutions that support the company's growth and innovation objectives.

Skills

- Designing IT/Network infrastructures
- Cloud (Azure, AWS, Linode, DO)
- DevOps & CI/CD
- Linux (RHEL, Debian)
- Ansible
- GitLab, Jenkins & Docker
- Windows server
- Project Management
- Network & Systems

Experience

DEC 2022 – JULY 2024

Snr Systems Engineer (Infrastructure) @ SW Global Limited

SW Global Limited is one of Africa's leading software solution companies that develops e-government solutions and related services for government agencies and businesses.

- Designated as a subject matter expert in providing technical expertise at resolving complex IT infrastructure issues across 3 production platforms (Linode, Azure and AWS) and over 42 servers, achieving an increased rate in timely resolution and improving client satisfaction.
- Designed, managed and orchestrated complex and scalable IT infrastructure to support company-wide operations, optimizing system performance and ensuring high availability for critical applications.
- Designed and implemented CI/CD pipelines with the use of Jenkins and Gitlab while collaborating with the development team in facilitating the seamless deployment of code changes from development/staging to production by automating the delivery steps (i.e. building, testing, and deployment) thereby enhancing deployment speed and reducing time-to-market.
- Provisioned virtual servers, inclusive of windows and Linux (RHEL, Centos, Ubuntu AlmaLinux) while taking advantage of Ansible as a configuration management tool to reduce manual intervention and improve infrastructure delivery.
- Participated in capacity planning exercises, accurately forecasting resource needs and preventing performance degradation during peak usage periods.
- Managing docker based infrastructure specifically by provisioning the underlying infrastructure, installation and setup of the docker environment, containerizing applications with docker images and securely storing custom images in private company registry.
- Implemented monitoring and alerting systems using a combination of logging and visualization tools (specifically Grafana, Zabbix, ELK stack (Elasticsearch, Filebeat/Logstash, Kibana) to collect, analyze, and visualize data for proactive issue detection and resolution.
- Managed and orchestrated cloud environments (specifically on Azure, AWS, Linode and Digital Ocean) to deploy / migrate critical production applications as well as optimize resource allocation, control costs, and facilitate seamless scaling of applications based on demand.

- Effectively worked closely with development, QA, and operations teams with the extensive use of Jira and confluence tools to foster a culture of collaboration, knowledge sharing, and exchange of information.
- Contributed to the documentation of infrastructure architecture, standard operating procedures, and troubleshooting guides, enhancing team knowledge sharing.

FEB 2021 – DEC 2022

Systems Engineer @ SW Global Limited

SW Global Limited is one of Africa's leading software solution companies that develops e-government solutions and related services for government agencies and businesses.

- Provisioned, configured, and managed top cloud platforms providers (Azure, AWS, Linode) to support company's digital infrastructure, ensuring the reliability, security, and scalability of company's cloud-based resources.
- Provisioned, configured and secured Linux servers (Debian and RHEL based distros) in both on-premises and cloud environments (AWS, Azure and Linode). Ensuring the availability, reliability, and performance of these servers while adhering to best practices and security standards.
- Developed and maintained Infrastructure as Code (IaC) templates using Ansible to automate server configuration, and deployment processes across over 28 production servers.
- Managed company self-hosted GitLab environment, including user access control, repository management, CI/CD pipeline configuration, and led the deployment of applications to production environments, ensuring a streamlined and efficient development workflow.
- Administered Sophos Central End-point protection across servers and workstations.
- Managed and orchestrated the deployment of virtualization technologies (ESXi, Hyper-V) to consolidate servers, reducing hardware costs by a good margin and improving resource utilization.
- Selecting, configuring, and troubleshooting open-source tools and software to meet organizational needs, while actively engaging with the open-source community.
- Managed the deployment, configuration and setup of both physical and virtual server environments running various applications and operating systems (including Ubuntu, CentOS and Windows servers)
- Coordinated vendor relationships, negotiated contracts, and evaluated technology vendors for cost-effective solutions.
- Monitored network and system performance using Zabbix and PRTG on an ongoing basis, promptly identifying and resolving issues to maintain seamless operations and providing root cause analyses for reported incidents.
- Managing company self hosted Domain Controller (Windows Server) serving various services including Active Directory, DHCP, DNS, File share.

SEPT 2019 – FEB 2021

System Administrator @ SW Global Limited

SW Global Limited is one of Africa's leading software solution companies that develops e-government solutions and related services for government agencies and businesses.

- Managed the configuration and integration of diverse network systems and applications within company's on-premise and cloud environments (AWS, Azure and Linode).
- Managed domain controllers and Active Directory (AD) in a Windows-based network environment consisting of over 750 workstations and user accounts spread across 3 major locations.
- Designed, planned, and implemented server and network infrastructure to support application services and network systems such as routers, proxy servers, switches and firewalls.
- Ensured 24/7 availability of critical infrastructure services across 3 on-site locations and 4 cloud environments (AWS, Azure, Linode).
- Administered Sophos Central End-point protection across servers and workstations.
- Managed the deployment, configuration and setup of both physical and virtual server environments running various applications and operating systems (including RHEL, CentOS and Windows servers)

- Collaborated in enhancing the company's network architecture by working closely with network engineering teams to design and implement innovative network solutions, optimizing data flow and communication between integrated systems.
- Monitored network and system performance using Zabbix and PRTG on an ongoing basis, promptly identifying and resolving issues to maintain seamless operations and providing root cause analyses for reported incidents.

MAY 2019 – SEPT 2019

Technical Support Engineer @ Tek-Experts

Tek Experts is a leading global provider of technical support services. As a Microsoft partner, they provide top tier cloud support services.

- Communicated with end users, system administrators, solution integrators via phone, email, and/or chat to identify, diagnose, and troubleshoot their infrastructure needs, as well as setting expectations and deliver guidance on resolving the issue.
- Maintain documentation for all cases including queries, process steps, and resolutions consistent with customer commitments, prescribed protocols, and processes.
- Analyzing customer's complaints and providing appropriate corrective actions.
- Developed specific technical and professional proficiency to enable me to understand and resolve customer issues, through training and readiness.
- Ensure availability of production and development systems based on Microsoft Azure Platform.
- Drove technical collaboration by providing technical guidance across teams by identifying areas requiring expertise on different modules of a solution to resolve cases.

JULY 2017 – JULY 2018

System & Network Support @ SW Global Limited

SW Global Limited is one of Africa's leading software solution companies that develops e-government solutions and related services for government agencies and businesses.

- Handled a tier 1 & 2 system & network support.
- Supported in Active Directory windows server administration, creating users, computers and enforcing group policies on workstations.
- Worked with the IT Manager on several networking installations, performed full site setups, including ethernet wiring, and configuration of Wi-Fi networks, desktop PCs, and laptops.
- Remotely supporting & assisting employees and clients in 5 branches across the country.
- Provided escalated support for hardware, software and network connectivity issues.
- Liaised with the third-party vendors in the procurement of systems and network equipment.
- Conducted training sessions for staff in offering in-depth walkthroughs of complex applications.

Education

SEPTEMBER 2016

Cyber Security Science @ Federal University of Technology, Minna

Obtained a Bachelor of Technology in Computer Science (Cyber Security)

SEPTEMBER 2010

WAEC @ Air Force Military School, Jos

Obtained a Secondary School Certificate in science major.

Referees