

OGHENEMAIGA ELEBE

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PROFESSIONAL SUMMARY

Senior Site Reliability Engineer with 5+ years' IT experience owning reliability across cloud-native distributed systems at enterprise scale. Expert in SLO/SLI frameworks, observability engineering, CI/CD automation and incident management. Proven track record mentoring engineers, reducing operational toil, and driving reliability improvements across hybrid Azure, GCP and AWS environments.

CORE COMPETENCIES & TECHNICAL SKILLS

- **Service Level Management:** SLOs, SLIs, Error Budgets
- **Languages & Scripts:** Python, PowerShell, Shell Scripting, SQL, KQL, Scala, YAML.
- **Databases:** ORACLE, SQL Server, Cosmos DB.
- **Cloud Platforms:** Azure, Azure DevOps, AWS, Oracle Cloud Infrastructure, GCP
- **IaC:** Terraform
- **Container Orchestration:** Docker, Kubernetes, Helm
- **Networking & Security:** Security groups, VNets, Firewall, Network protocols.
- **Change Management:** PDSM ServiceNow, Azure DevOps, Jira
- **CI/CD:** Azure DevOps, Terraform, SonarQube, Canary/Blue-Green Deployments.
- **Operating Systems:** Linux, Windows
- ETL, Data Integration & Pipeline Reliability: Databricks, API, JMS, JDBC, SFTP.
- Data Profiling, Analytics & Quality Reporting: SQL, Python, Scala, KQL
- Root Cause Analysis, Incident Response & Data Issue Resolution: PagerDuty, Dynatrace, Prometheus, Grafana, Azure Monitor, RCA SharePoint documentation

WORK EXPERIENCE

FedEx Corporation (Via Tata Consultancy Services)

Feb 2022 – Present

Data Services – SENIOR SITE RELIABILITY ENGINEER

- Established key reliability metrics (MTTD, MTTR, SLOs, and SLIs) to measure and optimize system performance. Monitored compliance with SLAs and Error Budgets to ensure service reliability and balance between feature velocity and stability. Led chaos engineering initiatives to test fault tolerance across systems for resilience improvements.
- Developed, optimized, and maintained CI/CD pipelines using Azure DevOps, IaC (terraform). Integrated automated security scanning, canary deployments, and rollback mechanisms for improved deployment reliability.

- Led the migration from Splunk and MiView apps to Dynatrace apps used for streaming ingestion monitoring to detect event correlation and alerting, resulting in faster incident detection (MTTD) and reduced resolution time (MTTR). Configured automated incident response workflows for streamlined operations.
- Mentored a team of 4 engineers focusing on SRE practices, incident response protocols, and observability tooling, improving first-response capability and reducing escalations.
- Conducted root cause analysis (RCA) and troubleshooting of application, infrastructure, and network performance bottlenecks using Dynatrace, AppDynamics, Grafana, and Azure Monitors. Created post-incident reports to prevent the recurrence of critical issues.
- Designed and configured custom dashboards using Grafana, Dynatrace, and Azure Shared Dashboard for real-time visibility into KPIs, error rates, response time latency, and system health. Analyzed logs to identify trends, anomalies, and potential security threats, driving continuous system improvements.
- Configured and managed Azure networking components such as VNETs, Network Security Groups (NSGs), Load Balancers, and firewalls, ensuring secure and efficient cloud infrastructure. Implemented security scanning tools (vulnerability management) aligned with OWASP, NIST, and ISO standards.
- Automated and led the end-to-end process of setting up Dynatrace across hybrid cloud environments, including AWS and Azure, while optimizing configurations and resolving deployment issues at scale.
- Conducted security audits and vulnerability assessments using SonarQube, achieving a 98% compliance rate. Integrated and automated security testing tools into existing CI/CD pipelines for continuous security checks.
- Implemented Real User Monitoring (RUM) using Dynatrace to capture end-user experience metrics across FedEx surround applications used to track shipment globally.
- Translated business requirements and operational data rules into automated monitoring controls using Terraform, reducing false alerts by 32%.
- Led incident response bridges and coordinated resolution across technical teams and business stakeholders, improving Mean Time to Acknowledge (MTTA) by 18%.

Gannon University – Erie, PA

Jan 2021 – Dec 2021

SYSTEMS ADMIN - GRADUATE ASSISTANT

- Supported SQL Server databases and .NET research applications by implementing data access controls, data validation processes, and system reliability improvements.
- Implemented monitoring, logging, and alerting to boost operational efficiency.
- Improved system performance by 40% through code optimization and database tuning.
- Served as Subject Matter Expert in major incident triage, collaborating with engineers to diagnose root causes of complex incidents and drive resolution across teams.
- Designed automated database backup and recovery processes ensuring data integrity and availability for academic and research environments.

PROJECTS

1. **Data Quality Alerting Framework:** Designed automated data quality of Logs enabling comparison between Expected data row count vs Ingested row count ensuring both matches, to improve proactive anomaly detection and data quality oversight.

Impacts: Improved 100% data quality check in ETL processing for FedEx Ingestion Application.

2. **Enterprise Data Cost Optimization Initiative:** Improved data processing efficiency by 64.8% through automated dataset filtration and ETL optimization.

Impacts: Reduced failures of Kubernetes pods used for data ingestion by 13%

3. **Cloud Data Migration & Governance Compliance:** Led the migration of Azure API infrastructure from STV1 to STV2 with minimal downtime to ensure continuous traffic flow.

Impacts: Improved application security, zone-redundancy and system performance for apps utilizing APIM service.

4. **Identity & Security Governance Implementation:** Redesigned authentication workflows for 150+ data collections supporting Kubernetes workloads, strengthening data security.

Impacts: This improved security scope for 150+ data collection Kubernetes ingestion pods, preventing failures and app downtime.

CERTIFICATIONS AND AWARDS

- Certified AWS Solutions Architect (Associate Level)
- CompTIA Linux+ Certified
- Scholastic Excellence in Computer & Information Sciences (*Best grad*) – Gannon University
- On the spot Award – TCS
- Editor of the Year 2025 – Gulf Journal of Computer Sciences
- Reviewer of the Year 2025 – Gulf Journal of Engineering & Technology

EDUCATION

GANNON UNIVERSITY - Erie, Pennsylvania, USA
Master of Computer and Information Sciences

Jan 2020 - Dec 2021

LANDMARK UNIVERSITY - Kwara State, Nigeria
Bachelor of Electrical and Electronics Engineering

Sept 2013 - May 2018