



# Frankline Kebei

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Monroe, LA 71203

## PROFESSIONAL SUMMARY

A passionate and dedicated **Cloud infrastructure Engineer, Certified OCI Solution Architect Professional, Certified OCI Solution Architect Associate, Certified OCI Operation Specialist, Certified OCI Autonomous Database Specialist and Certified Scrum Master**. Has hands-on Experience in AWS, IBM CLOUD and ServiceNow with over 15 years of experience in Shipping, Aviation and IT industry. Oracle:

- Broad knowledge in Oracle Cloud Infrastructure Services and its services like Computing (HA, DR, Security), regions, availability domains, networking, databases, load balancing, IAM, FASTCONNECT, VPN, Compartments, Terraform, automate cloud tasks, tune performance, troubleshoot, manage cost, manage security and compliance policies, data retention and archival, Oracle HCM, ERP, etc.

AWS:

- Broad knowledge in Amazon Cloud Services and its features like AWS EC2, VPC, EBS, AMI, snapshots, Auto scaling, SES, SQS, SNS, RDS, ELB, EBS, CloudWatch, S3 etc.

Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

## SKILLS

- **Operating Systems:** RHEL 5.x, 6.x, 7.x & 8.x, Centos, Ubuntu, Fedora, Debian, Windows and Mac OS
- **Network Services:** tcp/ip, nis, nfs, dns, dhcp, Samba, smtp, wan, lan, sftp/ftp, ldap, ssh, https, snmpd, syslog
- **Languages/Script and web technologies:** JavaScript, Python, React, HTML, CSS, Bootstrap, XML, Bash Scripting, yaml, json, Python, NodJS, **Monitoring:** Logic Monitor, Nagios, Gomez, Jenkins
- **Security:** Iptables/Firewall, TCP Wrapper, Selinux, tcpdump
- **Devops tools:** Git, Ansible, Docker, Tomcat, Apache, Jenkins, Ansible, Bitbucket, bamboo, Ubuntu, CentOS, Linux, AWS ELB, AWS cloud formation templates, AWS RDS, AWS CloudWatch, AWS S3, AWS SQS, AWS SNS, AWS Lambda
- **Server Hardware:** HP ProLiant, DL360/380, IBM xseries, Dell Power Edge and IBM Blade Virtualization: AWS, VMware, PKS, OpenStack, Azure, KVM, Docker
- **Database:** Autonomous Database, MySQL, MariaDB, Percona, and oracle 11g, 12c, 18c and 19c

## WORK HISTORY

### ORACLE CLOUD ENGINEER

05/2019 to CURRENT

#### IBM | Monroe, LA

- Developed architectural strategies for Oracle applications.
- Developed and enforced best practices for Oracle architecture.
- Managed product transition and integration activities.
- Coordinated with upper management in making complex architectural decisions.
- Assisted in developing project proposals and project plan.
- Provided technical support in system design, development and implementation activities.
- Provided directions to less experienced architects.
- Managed application patches, data backup, security changes and network configuration and replaced boards, changed servers and loaded and tested software applications.
- Developed network test and validation processes to maintain alignment with solution design.

### ORACLE DATABASE ADMINISTRATOR

06/2018 to 05/2019

#### IBM | Monroe, LA

- Modified existing databases to meet unique needs and goals determined during initial evaluation and planning process.
- Reviews Oracle database standards and verifies compliance.
- Planned and implemented security measures to safeguard vital business data.
- Set up and controlled user profiles and access levels for each database segment to protect important data.
- Wrote and maintained technical and functional specifications to document database intentions and requirements.
- Administered, supported and monitored databases by proactively resolving database issues and maintaining servers.
- Created scripts and processes for data integration and maintenance.
- Additional experience: • Oracle Database Installation • Oracle database patching • Oracle database documentation • Backup and Recovery.

### SERVICENOW DEVELOPER

06/2017 to 06/2018

#### Fortune Minds Inc | Frisco, TX

- Worked effectively with cross-functional design teams to create software solutions that elevated client side experience and significantly improved overall functionality and performance.
- Interfaced with cross-functional team of business analysts, developers and technical support professionals to determine comprehensive list of requirement specifications for new applications.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Standardized job tasks and trained junior team members on industry best practices and standards.

## CUSTOMER SERVICE SUPERVISOR

08/2013 to 06/2017

### American Airlines | Dallas, TX

- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
- Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
- Assessed personnel performance and implemented incentives and team-building events to boost morale.
- Initiated investigations into complex or sensitive complaints, identifying solutions swiftly and to customer satisfaction.
- Reschedule and accommodate passengers with hotels, meals and compensation vouchers due to overbooked flights.

## SALES AND MARKETING SUPERVISOR

03/2005 to 06/2013

### Swift Freight International, Dubai - U.A.E | Dubai, United Arab Emirates

- Monitored metrics and marketing investments to assess performance and implement continuous improvements.
- Compiled product, market and customer data to forecast accurate sales and profit projections.
- Improved product marketing objectives by constructing communication initiatives and branding strategies to increase client outreach.
- Collaborated with senior sales, engineering, and other business development executives to create best practices marketing initiatives and media positioning for vertical markets.
- Leveraged industry trends and competitive analysis to improve customer relationship building.

## EDUCATION

### Associate | Marketing

06/2004

### University of Buea, Cameroon

### Hardware And Networking | Information Technology

12/2016

### Per Scholas , Dallas, TX

### Full Stack Web Development | Information Technology

05/2018

### Southern Methodist University, Dallas, TX

## CERTIFICATIONS

- Certified Oracle Cloud Infrastructure Solution Architect Professional
- Certified Oracle Cloud Infrastructure Autonomous Database Specialist
- Certified Oracle Cloud Infrastructure Solution Architect Associate
- Certified Oracle Cloud Infrastructure Operation Specialist
- Certified Oracle Cloud Infrastructure Foundation
- Certified Scrum Master