

# STOMPY MWENDWA

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## PROFESSIONAL SUMMARY

Senior DevOps Engineer with over 7 years of experience architecting and scaling cloud infrastructure for enterprise SaaS platforms across EMEA, the US, and APAC markets. Expert in Kubernetes orchestration and CI/CD automation, focusing on bridging the gap between development and operations to enhance platform reliability and system uptime. Orchestrated high-severity incident responses and infrastructure optimizations that reduced downtime by 35% while supporting global AI-powered developer tooling. Seeking to apply expertise in infrastructure automation and platform reliability to a Lead DevOps or Site Reliability Engineering role requiring proven success in managing distributed global environments and high-growth cloud architectures.

## SKILLS

Cloud Infrastructure, Kubernetes Administration, Container Orchestration, Infrastructure Automation, Pipeline Optimization, Release Engineering, Incident Response, Platform Reliability, System Observability, Terraform Provisioning, Docker Containerization, Configuration Management, Continuous Integration, Continuous Deployment, Monitoring Frameworks, Scripting Automation, Database Management, Security Compliance, Disaster Recovery, Load Balancing, Serverless Computing, Log Management, Microservices Architecture, API Integration, Network Security, Cloud Migration, Technical Support, Agile Methodologies, Version Control, Workflow Automation.

## EXPERIENCE

**Senior Application Engineer & Team Lead (DevOps & Platform Support) | Sourcegraph | San Francisco/Nairobi | Mar 2021 – Present**

### *Roles & Responsibilities:*

- Orchestrated global platform operations across three continents using asynchronous workflows and distributed team management to support enterprise AI-powered code search tools.
- Reduced incident resolution time by 34% through the implementation of automated root cause analysis workflows and enhanced Prometheus-based monitoring systems.
- Engineered automated operational tooling that accelerated customer-facing response times by 31% while maintaining 99.9% service availability for global SaaS customers.
- Partnered with core SRE teams to deploy infrastructure optimizations and strengthen system observability across complex Kubernetes-based enterprise environments.
- Directed 62% of high-severity production incidents within a follow-the-sun support model, ensuring rapid recovery and minimal business disruption.
- Standardized 15+ operational playbooks and troubleshooting frameworks, which decreased recurring platform incidents across the global infrastructure.
- Mentored a technical team of engineers to reduce new hire ramp-up time through structured onboarding and technical enablement programs.

**Customer Success Manager (Technical SaaS & Platform Integrations) | IQVIA | EMEA | Dec 2019 – Feb 2021**

### *Roles & Responsibilities:*

- Led technical onboarding for enterprise SaaS solutions across EMEA, driving a 33% revenue increase for a nascent product line through deployment efficiency.
- Integrated SaaS platforms with complex customer APIs and environments for 20+ enterprise clients, securing \$6M in annual contract value.
- Decreased customer churn from 8% to under 3% by deploying proactive health monitoring systems and technical success checkpoints.
- Optimized CRM adoption workflows to convert new enterprise deployments into \$300K in recurring annual revenue through improved system utilization tracking.
- Managed cross-functional troubleshooting for data pipelines and API performance across distributed EMEA teams using virtual collaboration platforms.

- Developed comprehensive deployment documentation and technical enablement sessions that reduced inbound support requests via customer self-service.
- Served as the primary technical escalation point, coordinating resolution strategies between global customers and internal engineering teams for critical integration issues.

**Product Manager (Technical Platform & Data Products) | IQVIA | Nairobi, Kenya | Mar 2019 – Dec 2019**

***Roles & Responsibilities:***

- Launched enterprise data platforms serving pharmaceutical clients in four African markets, achieving a 77% adoption rate during the initial rollout phase.
- Built Python-based automation scripts to process over 1M records, enhancing internal data processing efficiency by 54% compared to manual methods.
- Introduced agile development methodologies and sprint cycles that accelerated product delivery timelines for key platform features.
- Collaborated with engineering departments to streamline deployment workflows and increase the frequency of release cycles for technical data products.
- Facilitated remote product requirement workshops with stakeholders across African markets to align development priorities with local market needs.

**Technical Advisor, Government Cloud Delivery | ICT Authority (Government Digital Transformation Program) | Nairobi, Kenya | Jun 2018 – Feb 2019**

***Roles & Responsibilities:***

- Led the cloud migration of seven national government platforms to Microsoft Azure, maintaining 99.99% uptime throughout the infrastructure transition.
- Designed deployment strategies for cloud-based SaaS solutions that reduced land approval processing times by 80% and lowered fraud rates by 47%.
- Managed a \$2M infrastructure program, ensuring all cloud delivery initiatives remained within budget and met stringent government performance criteria.
- Established standardized documentation and system support frameworks that decreased recurring platform incidents across the national digital estate.
- Coordinated multi-stakeholder technical teams across various government departments using virtual project management tools to ensure delivery alignment.

## **EDUCATION**

- **Bachelor of Science in Computer Science (Informatics)** | Strathmore University
- **Diploma in Business & Information Technology** | Strathmore University

## **CERTIFICATIONS**

- **Certified Kubernetes Administrator (CKA)** | Cloud Native Computing Foundation
- **Google Cloud Associate Engineer** | Google Cloud
- **AWS Cloud Practitioner** | Amazon Web Services
- **Microsoft Azure Fundamentals** | Microsoft

## **TOOLS**

Google Workspace, Microsoft Office, Microsoft Teams, AWS, Azure, Google Cloud Platform (GCP), Docker, Kubernetes, Terraform, GitHub Actions, Buildkite, Ansible, Grafana, Prometheus, Sentry, Python, Bash, Go, TypeScript, JavaScript, PostgreSQL, SQL, Git, GitLab, VS Code, JetBrains IDEs, Slack, Zoom.

## **LANGUAGES**

- English - Fluent
- Swahili - Native
- Spanish - Basic

## **REFEREES**

AVAILABLE UPON REQUEST