

# J NTONGWE

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## Azure Cloud Architect & DevOps Engineer

### EXECUTIVE SNAPSHOT

As a seasoned IT professional with 8+ years of industry experience, including 7+ years of specialized expertise in Microsoft Azure and 3+ years AWS environments, I excel in crafting secure, scalable solutions that seamlessly bridge the gap between cloud and containers. My passion lies in architecting and delivering high-performance solutions tailored to meet the unique needs of each project.

**Architecture & Design:** My expertise extends to IaaS, PaaS, and hybrid cloud architectures, where I've successfully migrated on-premises workloads and databases to Azure with a seamless transition. I prioritize scalability and high availability in my designs, utilizing technologies like Virtual Machines, VM Scale Sets, App Services, Azure Functions, and Kubernetes.

**Infrastructure & Automation:** I leverage Terraform, ARM templates, BICEP, PowerShell, and Azure CLI to architect scalable and highly available solutions, automating infrastructure management through Infrastructure as Code practices.

**Storage & Management:** I design and implement secure, elastic storage solutions using Azure Blob Storage, Azure Queue Storage, Azure Files, Azure Disks, Azure Backup, and Azure Site Recovery, ensuring data integrity and accessibility.

**Networking & Security:** Building upon a foundation of secure and performant network architectures, I implement Virtual Networks, Load Balancers, Application Gateway, VPN Gateways, Azure DNS, Traffic Manager, and ExpressRoute. I fortify resources with Azure Security Centre, Key Vault, Azure AD & AD Connect, MFA, and policy-driven monitoring.

**Databases & Analytics:** My experience encompasses architecting and managing Azure SQL Database, Azure MySQL, SQL Data Warehouse, Cosmos DB, Azure Databricks, and Data Factory, enabling efficient data storage and processing.

**DevOps & CI/CD:** I drive DevOps practices through CI/CD pipelines in Azure DevOps and Jenkins, embracing GitOps methodologies and leveraging Docker and Kubernetes for containerization.

**Azure Migrations:** With extensive experience in migrating on-premises applications to Azure, I ensure seamless transitions, configure VNETs and subnets for secure, scalable infrastructure, and automate patching, imaging, and deployments using PowerShell and Python scripting.

**Service Offerings & Resource Management:** I implement various Azure services, including Azure VM, SQL, Cosmos DB, Azure DevOps, and more, leveraging ARM templates for efficient resource management.

**Soft Skills:** Beyond technical expertise, I possess strong analytical and troubleshooting abilities, coupled with effective team collaboration and documentation skills, ensuring successful project outcomes and fostering a culture of continuous improvement.

### TECHNICAL SKILLS

**PAAS:** Azure App Service, Azure Functions, Web Jobs, Azure Batch, Azure Logic App, Azure Container Services, Azure Kubernetes Services, etc

**IAAS:** Virtual Machines, Virtual Machine scale set, Azure Bastion Host, Jump Server, Virtual Network Peering, Virtual Private Network, Express Route, Availability Sets, Availability Zones, Virtual Networks, Regions, Traffic Manager, Application Security, Front Door, Load Balancer, Network Security Group, Application Security Groups, Service Bus, Service and Private Endpoints, etc.

Azure Storage Account, Blob, Containers, Queue, Table, Access Keys, Shared Access Signatures.

**Identity:** Azure Active Directory, Managed Identity, System Principal, AD B2C, OAuth, RBAC, Azure Access Policies

**Methodology:** Waterfall, Agile Methodology

**Security:** Azure Key Vault, Azure Firewall, Azure Security Centre, Azure DDOS Protection, Azure Health Service, Azure Network Monitor, Azure Sentinel, etc.

**Infrastructure As Code (IAC):** ARM Template, BICEP, Terraform, Blueprints

**Application/Web Servers:** Apache Tomcat, NGINX, IIS, JBoss4.1, WebSphere, Web Logic

**Configuration Management Tool:** Ansible, Puppet, Chef, Salt Lake, PowerShell DSC

**Containerization Tool:** Docker, Kubernetes, AKS, ACI, ACS

**Database:** Azure SQL Managed Instance, Azure SQL, Azure Data Lake, Cosmos DB, etc.

**DevOps:** GitHub, Jenkins, Azure DevOps, YAML, CICD Pipelines, Blue Green Deployment, Canary Deployment, Deployment slots, SonarQube, ESLint, Cobertura, dotCover, coverage.py

**Artificial Intelligence:** Azure OpenAI Service, Azure AI Services, Azure AI Studio, Azure Cognitive Services, Azure AI Search, Prompt Engineering, AI Model Deployment

**Programming Languages:** Python, PowerShell, Bash/Shell, JavaScript, Perl, ASP .Net VBScript, Ruby, C, PHP, Java/ J2EE.

**IDE:** Visual Studio Code, Visual Studio

**Logging and Monitoring:** Azure Monitor, App Insights, Azure log analytics, and 3rd party like Nagios, Splunk, ELK, Data Dog, Dynatrace, Prometheus, Grafana, App Dynamics

**Operating System:** Windows, Linux

**Tools:** JIRA, Azure Boards

## PROFESSIONAL EXPERIENCE

### Senior Cloud Architect & DevOps Engineer

Hiscox, Atlanta, GA, May 2025 – Present

**Project Summary: As a Senior Cloud Architect & DevOps Engineer at Hiscox, I led cloud migrations, optimized performance, and designed scalable Azure solutions across SaaS, PaaS, and IaaS. Leveraging Azure DevOps, Kubernetes, and Terraform, I streamlined deployments, ensured high availability and security, and implemented comprehensive monitoring. My efforts enhanced disaster recovery, performance analysis, and team collaboration.**

#### Responsibilities

- Lead the design and implementation of enterprise-scale Azure cloud solutions, supporting business-critical applications across SaaS, PaaS, and IaaS environments.
- Architect and automate cloud infrastructure using Terraform, Bicep, ARM Templates, Azure DevOps, and Infrastructure as Code (IaC) best practices, enabling scalable and repeatable deployments.
- Design and deploy cloud-native microservices architectures leveraging Azure Kubernetes Service (AKS), Docker, Azure App Services, and Azure Functions to improve application scalability and resilience.
- Implement enterprise security controls using Microsoft Entra ID (Azure AD), RBAC, Multi-Factor Authentication (MFA), Key Vault, OAuth 2.0, OpenID Connect, and SAML-based authentication solutions.
- Build and maintain CI/CD pipelines using Azure DevOps, GitHub, Jenkins, Helm, and containerization technologies to accelerate software delivery and improve deployment consistency.
- Design highly available and secure networking solutions utilizing Azure Virtual Networks, Application Gateway, Azure Front Door, ExpressRoute, Private Endpoints, and network security controls.
- Integrate Azure services including Cosmos DB, API Management, Azure Functions, Application Insights, Log Analytics, Blob Storage, and Azure Container Registry (ACR) to support modern cloud applications.
- Implement Kubernetes observability, traffic management, and security capabilities using Istio, Prometheus, Grafana, Azure Monitor, and centralized logging solutions.
- Integrated Azure OpenAI and Azure AI Services into cloud-native applications to support intelligent automation, document processing, and conversational AI use cases.
- Develop automation solutions using Python, PowerShell, Bash, Ansible, and Azure-native services to streamline infrastructure provisioning, configuration management, and operational processes.
- Design and implement disaster recovery, backup, and business continuity strategies leveraging Azure Site Recovery, Azure Backup, and multi-region deployment architectures.
- Collaborate with engineering, security, architecture, and business teams to deliver scalable, secure, and cost-effective cloud solutions aligned with organizational objectives.
- Collaborated with development teams to evaluate and deploy AI-powered solutions using Azure AI Studio and Azure Cognitive Services to improve operational efficiency and user experience.
- Produce architecture standards, technical documentation, operational runbooks, and governance frameworks to support platform reliability, compliance, and knowledge sharing.

### Azure Cloud Architect & DevOps Engineer

AEG , Remote, Los Angeles, CA, May 2024 – April 2025

**Project Summary: As an Azure Cloud Architect & DevOps Engineer at AEG, I designed and built scalable Azure solutions for on-premises applications, leveraging Azure DevOps for version control and CI/CD pipelines. I automated resource provisioning using Terraform and BICEP, and implemented container orchestration with Kubernetes. My work ensured high availability, secure access management, and efficient monitoring, significantly improving performance and operational efficiency.**

#### Responsibilities

- Architected and delivered enterprise-scale Azure cloud solutions supporting cloud-native and hybrid applications across development, QA, staging, and production environments.
- Designed and automated Azure infrastructure deployments using Terraform, Bicep, ARM Templates, and Azure DevOps pipelines, improving deployment consistency and operational efficiency.
- Led the implementation of Azure Kubernetes Service (AKS) platforms, enabling scalable containerized workloads through Kubernetes, Helm, Docker, and Infrastructure as Code practices.
- Designed secure Azure networking solutions utilizing Virtual Networks, Application Gateway, Azure Front Door, ExpressRoute, Private Endpoints, Network Security Groups (NSGs), and Role-Based Access Control (RBAC).
- Implemented enterprise observability and monitoring solutions using Azure Monitor, Application Insights, Log Analytics, ELK Stack, Grafana, and Splunk to improve platform reliability and operational visibility.
- Developed CI/CD pipelines using Azure DevOps, GitHub, Jenkins, Maven, and YAML-based workflows to automate application delivery and infrastructure deployments.
- Integrated Azure Active Directory, Multi-Factor Authentication (MFA), OAuth 2.0, OpenID Connect, and Azure Key Vault to strengthen identity, access management, and security compliance.

- Built and managed Azure Platform Services including App Services, Azure Functions, API Management, Azure SQL Database, Azure Storage Accounts, and Azure Container Registry (ACR).
- Automated cloud provisioning, configuration management, patching, and operational processes using Python, PowerShell, Bash, Ansible, and Azure SDKs.
- Evaluated and implemented Azure AI services to support intelligent search, content enrichment, and automation initiatives across cloud applications.
- Integrated Azure Cognitive Services and Azure AI Search with enterprise applications to improve information retrieval and user engagement.
- Established container image governance and security controls within Azure Container Registry by implementing vulnerability scanning, image versioning, and deployment standards.
- Collaborated with application teams, architects, and business stakeholders to modernize legacy applications, improve cloud adoption, and support enterprise digital transformation initiatives.
- Produced architecture documentation, deployment standards, operational procedures, and governance controls to support long-term platform stability and maintainability.

### **Cloud & DevOps Engineer (AWS/Azure)**

**DND, Halifax, NS, Jan 2021 – April 2024**

**Project Summary: As an AWS Cloud Administrator & DevOps Engineer at DND, I architected and implemented CI/CD pipelines using Jenkins, transitioning applications to a microservices architecture for enhanced scalability. I designed high-availability solutions with multi-AZ deployments, ELB health checks, Auto Scaling. Utilizing Ansible, Terraform, Kubernetes, I automated infrastructure provisioning & management, while also optimizing security configurations & monitoring with Prometheus & Grafana. My efforts improved system uptime, streamlined operations, enhanced cybersecurity & user satisfaction.**

#### **Responsibilities**

#### **Responsibilities**

- Architected and implemented enterprise CI/CD pipelines using Jenkins, Azure DevOps, Git, Maven, SonarQube, and Docker to support automated software delivery and infrastructure deployments.
- Led cloud modernization initiatives by migrating legacy applications from monolithic architectures to containerized microservices platforms, improving scalability, resiliency, and deployment efficiency.
- Designed highly available cloud environments across AWS and Azure utilizing EC2, EKS, Azure Virtual Machines, Load Balancers, Auto Scaling Groups, and disaster recovery best practices.
- Provisioned and managed cloud infrastructure using Terraform, ARM Templates, Infrastructure as Code (IaC), and automation frameworks to support development, testing, and production workloads.
- Built and administered Kubernetes platforms across AWS and Azure, leveraging EKS, AKS, Helm, Docker, and GitOps methodologies to support enterprise containerized applications.
- Designed and implemented hybrid-cloud networking solutions utilizing AWS VPCs, Azure Virtual Networks, VPN connectivity, routing, load balancing, and security controls.
- Managed cloud identity and access management solutions using AWS IAM, Azure Active Directory, RBAC, Multi-Factor Authentication (MFA), and least-privilege security models.
- Implemented infrastructure security controls including encryption at rest and in transit, secrets management, vulnerability remediation, compliance monitoring, and security governance frameworks.
- Developed automation solutions using Python, PowerShell, Bash, Terraform, and Ansible to streamline infrastructure provisioning, configuration management, patching, and operational support.
- Designed and maintained enterprise observability platforms utilizing Prometheus, Grafana, ELK Stack, Splunk, Azure Monitor, CloudWatch, and centralized logging solutions.
- Implemented code quality and security controls through SonarQube quality gates, automated testing frameworks, vulnerability scanning, and CI/CD governance processes.
- Built and maintained container image repositories and deployment standards, implementing image versioning, lifecycle management, and security scanning practices.
- Managed Linux and Windows server environments, supporting operating system upgrades, patch management, performance tuning, and operational stability.
- Configured and managed Apache, NGINX, Kubernetes Ingress Controllers, and reverse proxy solutions to support highly available web applications and APIs.
- Integrated Azure OpenAI and Azure AI Services into cloud-native applications to support intelligent automation, document processing, and conversational AI use cases.
- Developed disaster recovery and business continuity solutions leveraging backup automation, infrastructure replication, and Infrastructure as Code deployment strategies.
- Collaborated closely with developers, release engineers, architects, and security teams to improve application delivery, platform reliability, and operational excellence.
- Led Agile initiatives, mentored junior engineers, conducted knowledge transfer sessions, and supported continuous improvement efforts across cloud operations teams.
- Managed and supported 50+ Linux servers with 99.99% uptime while maintaining secure, scalable, and resilient production environments.

#### **Azure Cloud & DevOps Engineer**

**EQ Bank, Toronto, ON, Jun 2019 – Dec 2020**

**Project Summary: As an Azure DevOps Engineer & Administrator at EQ Bank, I implemented CI/CD pipelines with Azure DevOps, automated deployments with Ansible and Jenkins, and facilitated seamless migrations using Azure Portal and PowerShell. I designed high-availability cloud infrastructure, configured Azure Express Route for private connections, ensured secure data migration, and managed various Azure services. Additionally, I utilized JIRA Agile for efficient project management.**

**Responsibilities**  
**Responsibilities**

- Supported enterprise cloud adoption initiatives by implementing Azure Cloud Adoption Framework (CAF) best practices and assisting in the migration of on-premises applications and infrastructure to Microsoft Azure.
- Designed, implemented, and maintained CI/CD pipelines using Azure DevOps, Jenkins, YAML, PowerShell, and Ansible to automate application delivery and infrastructure deployments.
- Provisioned and managed Azure infrastructure including Virtual Machines, Virtual Machine Scale Sets (VMSS), Virtual Networks, Application Gateway, VPN Gateways, Load Balancers, and Network Security Groups (NSGs).
- Configured ExpressRoute and hybrid-cloud connectivity solutions to establish secure communication between on-premises data centers and Azure environments.
- Automated infrastructure provisioning, deployment, and operational tasks using Terraform, PowerShell, Azure CLI, and Infrastructure as Code (IaC) methodologies.
- Migrated applications, databases, and workloads to Azure utilizing Azure Migrate, Azure Data Factory, Azure Database Migration Service, and related migration technologies.
- Implemented containerization and deployment strategies using Docker, Azure DevOps, Jenkins, and Terraform to support scalable application hosting environments.
- Managed Azure identity and access management solutions utilizing Azure Active Directory, RBAC, Multi-Factor Authentication (MFA), and security best practices.
- Designed and implemented Azure networking solutions including Virtual Networks, Subnets, VPN connectivity, Application Gateway, and secure hybrid-cloud architectures.
- Integrated Azure services with enterprise applications through APIs, Azure integration services, and Apigee to support business-critical workloads.
- Implemented monitoring, alerting, and operational visibility solutions using Azure Monitor, Application Insights, Log Analytics, and Azure-native monitoring services.
- Developed build and deployment automation processes utilizing Git, Maven, Jenkins, Nexus, and Azure DevOps to streamline software delivery lifecycles.
- Managed source code repositories, branching strategies, release management processes, and deployment automation across development, QA, and production environments.
- Collaborated with development, infrastructure, and business teams to improve deployment reliability, reduce operational overhead, and support Agile delivery practices.
- Utilized JIRA, Scrum, and Kanban methodologies to support project delivery, defect management, sprint planning, and continuous improvement initiatives.

**System Administrator**  
**Trillium Health Partners, Mississauga, Ontario, Jan 2018 – May 2019**

**Project Summary: As a System Administrator at Trillium Health Partners, I managed Windows and Linux server infrastructure, network services, security controls, and disaster recovery solutions. I ensured system availability, performance, and security while supporting business-critical healthcare applications and improving operational efficiency through automation and infrastructure best practices.**

**Responsibilities**  
**Responsibilities**

- Administered and maintained Windows and Linux server environments, ensuring high availability, performance, and operational stability across enterprise infrastructure.
- Managed server installation, configuration, patch management, system upgrades, troubleshooting, and ongoing infrastructure support for business-critical systems.
- Monitored infrastructure health, system performance, storage utilization, and security compliance using enterprise monitoring and reporting tools.
- Configured and managed network infrastructure including routers, switches, firewalls, VPNs, DNS, DHCP, and Active Directory services.
- Implemented backup, disaster recovery, and business continuity solutions to safeguard organizational data and minimize operational risk.
- Performed security administration activities including user provisioning, access management, security auditing, patching, vulnerability remediation, and compliance support.
- Automated routine administrative tasks using PowerShell and scripting tools, improving operational efficiency and reducing manual effort.
- Provided Tier 2 and Tier 3 technical support for servers, operating systems, applications, and network-related issues, ensuring timely incident resolution.
- Collaborated with infrastructure, networking, and application teams to support enterprise projects, system upgrades, and technology modernization initiatives.
- Documented system configurations, operational procedures, troubleshooting guides, and technical standards to support knowledge sharing and operational consistency.

- Participated in on-call support rotations, responding to production incidents, system outages, and critical infrastructure issues.
- Researched, evaluated, and recommended emerging technologies and infrastructure improvements to enhance system performance, reliability, and security.

## ACADEMIC CREDENTIALS

**Bachelors of Science in Cybersecurity and Information Assurance**  
Western Governor's University, Salt Lake City, UT

**Associate of Science in Computer Programming**  
Sheridan College Institute of Technology, Oakville

## CERTIFICATIONS

- Certified Information Security Manager
- CompTIA Security+
- ITIL V4 framework