OBED OWUSU

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PROFILE

Cloud Platform Engineer with 5+ years across IT support, infrastructure and Microsoft cloud environments. I now work primarily across Azure integration, identity, automation and platform operations, using services such as API Management, Logic Apps, Service Bus, Entra ID, Intune, Azure Functions, Terraform and Bicep. Skilled In monitoring and troubleshooting production environments using Azure Monitor, Log Analytics to identify and resolve infrastructure issues efficiently. Demonstrated experience implementing secure, even-driven Azure solutions and identity automation platforms aligned with zero-trust and compliance driven environments.

TECHNICAL SKILLS

Azure Integration: API Management, Logic Apps, Service Bus, Functions, App Service, Storage, Blob Storage,
Identity & Endpoint: Entra ID, Conditional Access, RBAC, Intune, Autopilot, Microsoft Graph
Infrastructure as Code & Delivery: Terraform, Bicep, Git, GitHub Actions, CI/CD, Azure CLI, PowerShell
Monitoring & Operations: Azure Monitor, Log Analytics, Application Insights, KQL, Sentinel, runbooks, Defender for Cloud
Security & Governance: Azure Policy, Key Vault, Managed Identity, Defender, Zero Trust
Infrastructure & Hybrid: Windows Server, Active Directory, DNS/DHCP, Hyper-V, Entra Connect
Networking: Azure VNets, Site to Site VPNs, NSGs, Subnetting/Routing, Hybrid Connectivity and Firewall Rules

EXPERIENCE

NCVO **Jul 2026 – Present**
Cloud Platform Engineer

- Supporting NCVO's Azure platform work across API Management, Logic Apps, Service Bus, Azure Monitor, Log Analytics and Application Insights.
- Building and testing Azure integration workflows, with APIM controlling API access, Logic Apps handling orchestration and Service Bus providing asynchronous messaging between services.
- Writing operational runbooks and troubleshooting guides for API failures, Logic App runs, Service Bus backlogs, monitoring alerts and integration dependencies.
- Improving operational visibility using Azure Monitor, Log Analytics, Application Insights, Microsoft Graph and PowerShell automation.
- Built and piloted NCVO's conference-suite shared Windows device platform using Microsoft Intune, Windows Autopilot and Entra ID, creating a self-deploying profile and validating enrolment, policy assignment and repeatable reset/OOBE deployment.

Lifeline IT (MSP) **Oct 2024 – May 2026**
Azure Support Engineer

- Designed and enforced zero-trust identity controls across multiple client tenants using Entra ID Conditional Access, RBAC and Intune compliance baselines, reaching 95% device compliance across the managed client base.
- Architected and configured Site-to-Site VPNs connecting on-premises networks to Azure VNets, including tunnel monitoring, failover planning and hybrid connectivity documentation.
- Built identity lifecycle automation with PowerShell and Azure Logic Apps, reducing repetitive provisioning work and improving consistency of access controls across client environments.
- Diagnosed and fixed email security failures using MXToolbox, Exchange message trace and SPF/DKIM/DMARC analysis, improving deliverability for several clients.

News Corp UK **Apr 2023 – Aug 2024**
2nd Line Technical Support Engineer

- Provided Tier 2 escalation support across Active Directory, Group Policy, networking, DNS/DHCP and VPN connectivity for a distributed enterprise estate.
- Investigated and resolved replication issues, GPO failures, login delays and hybrid identity inconsistencies.
- Created and maintained technical documentation and operational runbooks using IT Glue.
- Supported and monitored Darktrace, SonicWall, Mimecast and Bitwarden across the environment.

Firebrand Training (Remote) **Jan 2024 – Mar 2024**
Junior Azure Cloud Engineer (Intern)

- Built Azure lab environments with VNets, NSGs, load balancers and hub-and-spoke networking patterns.
- Assisted with AD Connect and hybrid identity testing, including Site-to-Site VPNs for multi-environment connectivity.
- Configured Azure Monitor, Log Analytics and alert rules for lab environments.

ONTRAQ **Nov 2019 – Apr 2023**

IT Support Engineer

- Delivered Tier 1–2 support across Windows environments, printers, VPN access and on-premises applications.
- Configured UNC paths, group-based access and file permissions for shared data.
- Installed and maintained Sage 50/200 for finance users, resolving client and server connectivity issues.
- Supported Duo MFA rollout and VPN access for administrative and remote staff.

KEY PROJECTS

SecureCloud Hub — *Azure Zero-Trust File Security Platform*

- Designed and built a secure Azure file-sharing platform using Azure Functions, Blob Storage, Event Grid and Entra ID, enforcing authenticated-only access with private storage throughout.
- Implemented direct-to-Blob upload using short-lived write SAS tokens, removing the need for application-layer file handling.
- Built an event-driven malware scanning pipeline triggered by Event Grid, routing files to safe or quarantine containers based on scan status.
- Provisioned the full stack with Terraform and deployed via passwordless GitHub Actions CI/CD using OIDC federation.

Azure Enterprise Integration Platform — *APIM, Logic Apps & Service Bus*

- Built a production-style integration platform where API Management triggers a producer Logic App that reads Dynamics 365/Dataverse records and publishes events to Service Bus for decoupled consumer processing.
- Deliberately tested the platform through gateway authentication failure, rate limiting, consumer outage and encoded-message parsing failure, isolating and fixing each fault.
- Built Azure Monitor alerting across the gateway, producer, queue backlog and dead-letter path to catch integration failures before they became operational debt.
- Documented each incident as an operational runbook covering detection, triage, remediation and validation.

Cloud Policy Compliance Dashboard — *Enterprise Azure Governance Platform*

- Deployed Azure Policy initiatives at management-group scope to enforce governance and compliance standards across subscriptions.
- Implemented automated remediation using Azure Policy Modify effects and Managed Identity, reducing manual intervention for non-compliant resources.
- Built centralized compliance monitoring with Azure Monitor and Log Analytics, plus Azure Workbook dashboards to visualise policy state and remediation activity in real time.
- Deployed infrastructure using modular Bicep templates for repeatable governance across environments.

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft Certified: Azure Administrator Associate (AZ-104) - In Progress

EDUCATION

- **NVQ Level 3 - Business Studies**
  Harlow College, Harlow **Distinction** | 09/2014 – 06/2016

REFERENCES

References available upon request.