

# Tim Abiok, M.S | Platform Engineer

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## Summary

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Platform-forward engineer with 14+ years of technical experience across GIS, software engineering, and cloud infrastructure, currently focused on cloud-native platform design on AWS (GovCloud), Azure, and GCP. Strong background in IaC, CI/CD, DevSecOps, and observability. Deep expertise in self-hosted ServiceNow platforms, including supporting APIs, LLMs and enterprise platform integrations.

## Skills

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<b>Languages &amp; Frameworks</b>	NodeJS, React, TypeScript, AngularJS, GraphQL, Loopback, Python (Kedro, Pandas), Java, SQL/NoSQL, Shell Scripting, CSS, HTML5
<b>DevOps</b>	GitLab CICD, Continuous Deployment, Jenkins, ansible, IaC, Terraform, Terragrunt
<b>Datstores</b>	MySQL, PostgreSQL, MongoDB, MariaDB
<b>Platforms</b>	AWS, Azure, GCP, IaaS, Docker, Kubernetes, ServiceNow
<b>Observability</b>	Grafana, CloudWatch Alerting, Tracing
<b>ServiceNow</b>	ITOM, HRSD, ITSM, CSM, ITAM, App Engine, Custom Apps, Now Assist - Architecting Scripting, Automation, Integration, Self Hosting, Implementation, Migration
<b>Leadership</b>	Platform Solution Design, Stakeholder Communication, Digital Transformation, Cloud Strategy, AI/ML Integration, Business Process Automation, Agile Delivery

## Work Experience

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### Cloud Native Engineer

#### Booz Allen Hamilton | Tampa, Florida | April 2024 - Present

- ❑ Led end-to-end design, implementation, and upgrade orchestration of a self-hosted ServiceNow and supporting APIs across multiple government enclaves for the US Army MI Cloud Program. Engineered DISA-Stig Compliant Ansible + IaC automation pipelines that cut deployment times by 95% and sustained 99.9% platform availability.
- ❑ Implemented comprehensive Grafana and cloud-based monitoring, alerting, and distributed tracing across ServiceNow environments, driving SLA compliance and proactive incident detection for mission-critical Army and IC workloads.
- ❑ Built and maintained STIG-hardened AMIs integrated into CI/CD pipelines, enforcing security baselines at build time and supporting continuous ATO compliance.
- ❑ Architected automated VPC request management system integrating ServiceNow, AWS, Terraform, and GitLab CI/CD — reducing provisioning time from months to seconds (>99% improvement) and delivering 200%+ operational efficiency gains through intelligent agentic workflows.

### Cloud Engineer

#### McKinsey & Company | Washington DC | May 2022 – April 2024

- ❑ Led the enhancement and cloud migration of 2 legacy Python and NodeJS based applications to AWS Cloud by designing and significantly contributing to the IaC, pipelines and codebase implementations enabling the rapid deployment and scaling of resources across multiple environments and a 40 - 50% increase in deployment efficiency times.
- ❑ Delivered a client-facing ERP solution for a leading Canadian mining firm, optimizing backend processes and automating CI/CD pipelines with GitLab and Docker, leading to a 20% improvement in operational efficiency and a 35% reduction in deployment times.

- ❑ Served as a ServiceNow SME in Generative AI adoption and Digital Transformation initiatives, successfully driving five high-impact projects that resulted in a significant increase in client satisfaction and a 20% improvement in project delivery timelines.
- ❑ Architected a cloud-native ServiceNow Document Management application (California DIR) integrating GCP Cloud Storage via custom REST APIs, reducing storage costs significantly while maintaining sub-second retrieval and enterprise compliance.
- ❑ Led the development of a Request Management application that Unified the ITAM Service Portal for McKinsey, delivering 50% improvement in engagement efficiency and major gains in asset lifecycle visibility.
- ❑ Led the development of an ERP React and ServiceNow based application that simplified client engagement lifecycle management for McKinsey, delivering 150% improvement in engagement efficiency.

## **Sr. Software Engineer**

**Booz Allen Hamilton | Norfolk, Virginia | Mar 2020 – May 2022**

- ❑ Led the migration and enhancement of the U.S. Army’s Cloud Customer Service Management Systems to AWS GovCloud, with a focus on Site Reliability Engineering (SRE) and database redundancy, resulting in increased system reliability and reduced downtime by 40%.
- ❑ Digitized 90% of Defense Intelligence Agency (DIA) HR processes by implementing ServiceNow HR Service Delivery (HRSD) and custom Pro Code solutions, significantly enhancing operational efficiency by 35% and ensuring compliance with federal regulations.
- ❑ Automated NAVSEA ITSM and ITAM processes leveraging ServiceNow’s capabilities, leading to a 20% improvement in service delivery and asset management, reducing asset tracking time by 50%.

## **Application Developer**

**HIRE VIA TEMP AGENCY - SUPER SYSTEMS INC. | Aug 2019 – Nov 2019**

**Imagine One Technology | Norfolk, Virginia | Nov 2019 - Mar 2020**

- ❑ Enhanced the ServiceNow ITSM deployment for NAVSEA by implementing customizations, integrations resulting in improved service efficiency and faster issue resolution times by 25%.

## **Aviation Technician**

**US Navy – FRCMA | Norfolk, Virginia. | Sep 2015 – Sep 2019**

- ❑ Conducted intermediate-level repair and calibration of avionics systems, resulting in a 98.8% readiness rate and a 100% improvement in team efficiency.

## **E d u c a t i o n**

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### **MS Degree in Software Development.**

Boston University, Metropolitan College, Boston, MA. | Completed – Aug 2020

### **BS Degree in Geological Engineering.**

University of Mines and Technology, Tarkwa, Ghana. | Completed – May 2007

## **C e r t i f i c a t i o n**

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- ❑ AWS Solutions Architect Professional
- ❑ ServiceNow CSA Certification
- ❑ CompTIA Security+ Certification