ATAIMO EDEM

SOLUTIONS ARCHITECT | CUSTOMER SUCCESS ENGINEER | API MANAGEMENT

Cloud-Native Platforms • Kubernetes • Enterprise Integration • Customer Engineering

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EXECUTIVE PROFILE

Customer-facing Solutions Architect and Customer Success Engineer specialising in API management, cloud-native platforms and enterprise integration. Own post-sales technical success for enterprise customers across EMEA, spanning architecture reviews, upgrades and migrations, production troubleshooting, API security, observability and product escalation. Hands-on across REST/GraphQL, OpenAPI, OAuth 2.0/OIDC/JWT/mTLS, Kubernetes, Redis, PostgreSQL, MongoDB, Kafka/Redpanda, OpenTelemetry and Azure/AWS/GCP. Independently designed, built and currently operate ataimo.com, a production Azure/Kubernetes platform demonstrating infrastructure automation, federated identity, event-driven architecture and observability.

API & SOLUTION ARCHITECTURE	CLOUD-NATIVE PLATFORM	CUSTOMER ENGINEERING
Tyk • REST • GraphQL • OpenAPI	Kubernetes • Helm • OpenShift	Architecture Reviews • Workshops
Hybrid & Multi-DC • Enterprise Integration	Azure • AWS • GCP • Redis • Kafka	L2/L3 RCA • Upgrades • Observability

PROFESSIONAL EXPERIENCE

TYK | Greater London / Remote | Dec 2021 - Present

Customer Success Engineer — Jul 2025 - Present

- Own post-sales technical success for enterprise customers across EMEA, leading architecture reviews, adoption planning, platform upgrades, migrations, production troubleshooting and operational readiness.
- Guide complex deployments across Tyk Gateway, Dashboard, Pump, MDCB/Hybrid, Enterprise Developer Portal, Operator, Streams and GraphQL, translating requirements into scalable and supportable deployment patterns.
- Lead L2/L3 root-cause analysis across Kubernetes, networking, API gateways, Redis, PostgreSQL/MongoDB, Kafka and cloud infrastructure; reproduce defects and partner with Product and Engineering through resolution.
- Advise on API security, identity, resilience and high-availability patterns using OAuth 2.0, OIDC, JWT, mTLS and SAML, including hybrid and multi-data-centre architectures.
- Drive observability and performance initiatives using OpenTelemetry, Prometheus and analytics pipelines, converting recurring customer needs into product defects, feature requests and actionable technical feedback.

Customer Solutions Architect — Dec 2021 - Jul 2025

- Owned the technical dimension of strategic customer engagements, translating business and platform requirements into practical API management architectures, implementation plans and adoption roadmaps.
- Led technical discovery, architecture reviews, workshops and proofs of concept covering API design, Kubernetes/cloud deployment topology, network connectivity, resilience and enterprise integration patterns.
- Designed and validated solutions across Tyk Gateway, Dashboard, Pump, Hybrid/MDCB, Operator, Developer Portal and GraphQL, including API security and identity patterns using OAuth 2.0, OIDC, JWT, mTLS and SAML.
- Guided onboarding, platform upgrades and migration planning, identifying dependencies and operational risks while partnering with Customer Success, Support, Product and Engineering to resolve complex engagements.

TEK EXPERTS - MICROSOFT AZURE SUPPORT | Lagos, Nigeria | Sep 2019 - Jan 2022

Azure Developer Support Engineer - Stage 3 (L3) — Oct 2021 - Jan 2022

- Resolved escalations from Stage 2 engineers across Azure API Management, Cloud Services (Classic), Azure Resource Manager, Blueprints, Lighthouse, Managed Applications, Azure Policy and Azure Batch.
- Designed and troubleshot APIM solutions involving virtual-network integration, Entra ID/identity integration, certificate authentication and custom policies; built ARM, Blueprint and PowerShell automation for repeatable deployments.
- Mentored Stage 2 engineers and coordinated complex customer cases through deeper escalation paths when required.

Azure Developer Support Engineer - Stage 2 (L2) — Sep 2019 - Oct 2021

- Provided customer-facing Azure support, investigating cloud infrastructure, networking, configuration and application-dependency issues through structured troubleshooting and root-cause analysis.
- Owned incidents from triage through resolution, collaborating with internal engineering and escalation teams while building strong foundations in cloud architecture, API Management and production support.

EARLIER ENGINEERING EXPERIENCE

Mobile and Web Developer | Klex Global Resources | Lagos, Nigeria | Oct 2018 - Oct 2019

Built Flutter and Java/Android applications, RESTful web services and JSON integrations, and web content for the company website and school portal; supported production publishing to Google Play.

Application and Software Developer | Logic Gate Ventures | Minna, Nigeria | Mar 2016 - Dec 2016

Developed web applications using HTML5, CSS, JavaScript, PHP and MySQL, JavaFX desktop interfaces, and AnyLogic simulations and models.

SELECTED TECHNICAL PROJECTS

Enterprise Developer Portal Migration Automation

Built an end-to-end Go migration solution for Tyk Classic Developer Portal to EDP, preserving developer API keys and login credentials with discovery, backup, dry-run planning, idempotent migration, reconciliation, rollback and controlled cutover.

Go • REST APIs • Docker • Migration Engineering

Ataimo Portfolio & Consultancy Platform - ataimo.com

Designed, built and deployed a full-stack Azure K3s platform with Keycloak OIDC/social sign-in, PostgreSQL-backed workflows, private chat, PWA notifications, Redpanda events, Prometheus/Grafana telemetry, Envoy Gateway, cert-manager and interactive 3D architecture diagrams.

TypeScript • Next.js • React • Azure • Kubernetes • Terraform • Ansible • Helm • OIDC • PostgreSQL • Redpanda • CI/CD

Kubernetes CRD Migration Automation

Built tooling to migrate Tyk Operator-managed APIs and policies between Kubernetes clusters with discovery, backup, context remapping, validation, reporting and cleanup.

Kubernetes • Bash • kubectl • yq • Tyk Operator

API Route Collision Analyzer

Developed a Python CLI that detects duplicate or overlapping API routes from Tyk Dashboard data using domain/listen-path analysis, multiple match modes and table/JSON/CSV output for CI-friendly execution.

Python • REST APIs • CLI • CI/CD • Troubleshooting

Tyk Hybrid Docker Environment

Created a repeatable Docker Compose environment for Tyk Hybrid Gateway, Pump and Redis, supporting local troubleshooting, analytics testing and persistent or ephemeral Redis modes.

Docker Compose • Tyk Gateway • Pump • Redis • Hybrid

Tyk API Key Hashing Utility

Built a Go diagnostic utility to reproduce Tyk key-hashing behaviour across Murmur32/64/128 and SHA-256 for key validation and troubleshooting.

Go • API Security • MurmurHash • SHA-256

TECHNICAL SKILLS

API Platforms	Tyk Gateway, Dashboard, Pump, MDCB, Tyk Operator, Enterprise Developer Portal, Streams, GraphQL, REST, OpenAPI/OAS
Cloud & Containers	Microsoft Azure, AWS, GCP, Kubernetes, AKS, EKS, OpenShift, Docker, Helm
Data & Messaging	Redis, PostgreSQL, MongoDB, Kafka, Redpanda, Azure Event Hubs, OpenSearch/Elasticsearch
Security & Identity	OAuth 2.0, OIDC, JWT, mTLS, SAML, Entra ID, API Keys, Certificate Management
Observability	OpenTelemetry, Prometheus, Grafana, Loki, Tempo, Splunk Observability Cloud
Programming & Automation	Go, Python, Bash, TypeScript, React, Next.js, YAML, JSON, Git
DevOps & Infrastructure	Terraform, Ansible, GitHub Actions, CI/CD, kubectl, API automation, troubleshooting, performance analysis

CERTIFICATIONS & EDUCATION

- Microsoft Certified: Azure Solutions Architect Expert - Oct 2021
- Microsoft Certified: DevOps Engineer Expert - Nov 2021
- Microsoft Certified: Azure Administrator Associate - Mar 2021
- Microsoft Certified: Azure Fundamentals - Dec 2020

Federal University of Technology Minna
Minna, Niger State, Nigeria | 2012 - 2018
Bachelor's degree, Computer Engineering