

# Precious Agaga

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[linkedin.com/in/precious-agaga](https://linkedin.com/in/precious-agaga) • Open to relocate • Citizenship: German

## EXPERIENCE

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### Trade Republic Bank GmbH

*Senior IT Systems Engineer*

*Oct 2022 – Present*

*Berlin, Germany — FinTech*

- Recognized by Trade Republic in this [article](#) linked, as a top performer and expert in my field as IT Systems Engineer
- Served as the primary technical escalation point for the IT Support team, resolving complex incidents and bridging gaps between Tier 1, Engineering, and Enterprise Security.
- Led on-call rotation efforts, owning real-time incident management and service continuity for global end users and internal systems.
- Owned and integrated 20+ SaaS applications including Slack, Personio, Snipe-IT, and Zoom, managing technical lifecycle, access control, and compliance.
- Project: Built Slack bots using AWS Lambda to automate offboarding workflows, device return confirmations, and Jira ticket generation, improving hardware return compliance by 40%.
- Designed and implemented JAMF architecture and automation strategy for onboarding/offboarding, integrated with asset management and compliance routines.
- Project: Designed and deployed a dynamic check-in system using FastAPI and Kisi APIs to provision temporary permissions and maintain secure access control.
- Rebuilt Jira Service Desk with company-managed projects, auto-suggesting Confluence articles and categorizing requests via form logic, reducing resolution time by 20%.
- Mentored junior engineers and support agents through deep-dives, Confluence documentation, and Slack-based knowledge sharing.
- Managed IDPs (Okta, Azure AD) and MDMs (JAMF, Intune), ensuring secure conditional access and self-healing device configurations.
- Automated critical SaaS ops (e.g., badge printing, Bloomberg VPN) using Python, Bash, and AWS Lambda.
- Built CI/CD pipelines with GitHub Actions and Terraform to deploy infrastructure-as-code and SaaS workflows.
- Acted as primary technical owner for SaaS integration lifecycle, from evaluation and security review to deployment, automation, and documentation handover.

### RWE Battery Solutions GmbH

*Atlassian Engineer*

*Apr 2022 – Oct 2022*

*Essen/Dresden, Germany — Renewable Energy*

- Managed Jira and Confluence across teams, restructuring workflows and approvals to improve auditability and collaboration.
- Developed reusable Jira templates and automated routines for recurring task and documentation approvals.
- Promoted version-controlled documentation using Git and Confluence, applying GitOps mindset to governance.
- Liaised with engineering and operations to capture system configurations in shared knowledge bases.
- Collaborated with ServiceNow users and ITSM teams to align Jira workflows with centralized support models.
- Officially commended for deep knowledge of Atlassian tools and technical ownership by RWE HR and team leads.

### Dr. Smile – DZK Deutsche Zahnklinik GmbH

*IT Systems Engineer*

*Feb 2021 – Apr 2022*

*Berlin, Germany — HealthTech*

- Provided AV and infra support across 15+ dental sites; troubleshoot networking, Zoom Rooms, and peripherals.
- Implemented M365 automation, JAMF/Intune policies, and onboarding scripts using Bash and Python.
- Developed scanner maintenance automation ensuring 24/7 uptime across distributed locations.
- Created support documentation and trained junior techs on imaging, remote sessions, and asset returns.
- Worked closely with vendors to ensure SLA uptime for infra, AV, and dental IoT hardware.

### Cisco Systems

*IT Support / Systems Specialist*

*Sep 2013 – Jul 2016*

*Abeokuta, Nigeria — Network Infrastructure*

- Resolved Tier 1–2 hardware, application, and networking issues across 300+ users.
- Automated ITSM workflows and maintenance tasks using Python and Windows scripting.

## EDUCATION

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### Technical University of Applied Sciences Wildau

*B.Sc. in Business Informatics (Wirtschaftsinformatik)*

- Relevant Coursework: IT Infrastructure, DevOps, Data Engineering

*Sep 2021 – Sep 2023*

*Wildau, Germany*

### Technical University of Applied Sciences Wildau

*Foundation Year Program (Studienkolleg)*

- German Language – DSH 2 (C1 Level), Technical Sciences

*Mar 2018 – Sep 2020*

*Wildau, Germany*

### Nigerian Navy Secondary School

*WAEC Diploma — 7 Distinctions*

*Sep 2010 – Jul 2016*

*Abeokuta, Nigeria*

## SKILLS

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<b>Automation</b>	Python, Bash (API scripting), REST/SOAP APIs, FastAPI, AWS Lambda, JSON, XML
<b>Infrastructure &amp; DevOps</b>	Terraform, GitHub Actions, CI/CD, IaC, Confluence Automation
<b>MDM &amp; IAM</b>	JAMF Pro, Intune, Okta, Azure AD, SAML, OAuth2, OIDC, Conditional Access
<b>Cloud Platforms</b>	AWS (Production), Azure (Exposure), GCP (Exposure)
<b>SaaS Applications</b>	Slack, Zoom, Personio, ServiceNow (Exposure), Atlassian (Jira/Confluence), Snipe-IT, M365, Google Workspace
<b>Operating Systems</b>	Linux (Ubuntu/CentOS), macOS, Windows
<b>Languages</b>	English (C2 – Full Professional), German (C1 – Professional), French (A1 – Beginner)
<b>Certifications</b>	AWS Certified Cloud Practitioner, Google IT Support, Atlassian Certified, CompTIA A+