

Safari Agaba.

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Senior AI & Cloud Integration Infrastructure Engineer

– Bilingual French/English (Specializing in AI, Windows, Linux/Unix, O365, SCVMM, SCOM, SCCM, VMware, Cloude AWS, Azure, and GCP)

Harnessing over 15 years of experience across North American Fortune 500 organizations, I specialize in AI-enabled, cloud, and hybrid enterprise systems architecture. I bring a proven track record in planning, designing, migrating, modernizing, and administering complex IT environments, bridging legacy systems with modern cloud and AI platforms. Known for delivering reliable solutions across local and remote environments, I combine deep technical expertise with strong communication and collaboration skills to drive scalable, business-aligned outcomes.

Technical Skills

- ✓ Senior AI & Cloud Integration Infrastructure Engineer with deep expertise in designing, implementing, and supporting complex enterprise environments that integrate AI, cloud-native platforms, and legacy systems. Proven ability to deliver scalable, secure, and automated solutions across multi-cloud and hybrid infrastructures.
- ✓ AI, Automation & Integration: AI agent development, LLM integration, NLP-based automation, workflow orchestration, AIOps, API integration, and AI-driven optimization.
- ✓ Cloud Platforms: AWS, Microsoft Azure (including Microsoft 365 & AI Services), and GCP with strong architecture, migration, and modernization experience.
- ✓ Cloud & Infrastructure Engineering: Compute, networking, identity, security, and resiliency design for high-availability enterprise systems.
- ✓ Security & Governance: Identity-centric access control, encryption, monitoring, SIEM integration, and compliance-ready architectures.
- ✓ Observability & Reliability: Real-time monitoring, log aggregation, predictive alerting, and performance tuning.
- ✓ Automation & DevOps: Infrastructure as Code, cloud automation, CI/CD pipelines, and containerized platforms.
- ✓ Hybrid & Legacy Systems: Integration of modern AI and cloud solutions with existing enterprise platforms.
- ✓ Collaboration & Delivery: Agile delivery, cross-team collaboration, and technical leadership in distributed environments.
- ✓ Languages: Fluent in English and French; proficient in Swahili, Kinyarwanda, Kirundi, and Luganda.

Experience

Senior AI & Cloud Infrastructure Automation Architect / Technical Lead

J.D. Irving Limited / Saftech Canada

April 2025 – April 2026

- Led the **hands-on design, build, and deployment of enterprise AI agents and cloud AI co-workers**, automating repetitive and time-critical business processes and delivering measurable reductions in operational delays and costs.
- Architected and integrated **Azure** and **AWS-based organizational AI agents**, leveraging AWS native services alongside **Microsoft Copilot / 365**, enabling secure, scalable, and governed AI automation aligned with enterprise approval and access controls.
- Applied a **long-term enterprise technology roadmap (since 2011)** to modernize infrastructure and automation platforms, blending **legacy systems, cloud platforms, and AI services** into cohesive, production-ready architectures line channels with **O365** Team collaboration
- Designed, implemented, and operated **multi-cloud platforms (AWS and Microsoft Azure)** with a strong focus on **availability, scalability, cost optimization, and security-by-design**.
- Built and deployed **AI-driven automation and NLP-based virtual assistants**, streamlining IT and operational workflows while improving end-user experience and service turnaround times.
- Developed **AI learning and predictive analytics models** for infrastructure and cloud optimization, improving resource utilization, forecasting demand, and reducing cloud spend.
- Led **cloud migration and modernization initiatives**, transforming legacy and on-premises workloads into **secure, cloud-native and AI-enabled architectures**.
- Implemented **security-first and governance-driven designs**, including role-based access control (RBAC), approval workflows, policy enforcement, audit logging, and compliance-ready monitoring.
- Delivered **on-premises and cloud infrastructure monitoring and support**, including real-time monitoring, log aggregation, synthetic testing, and performance optimization across distributed environments.
- Performed **hands-on system administration**, including server provisioning, configuration, hardening, and patch management across **Windows, Linux, and UNIX environments**, supporting enterprise database platforms including **Oracle and SQL clustering**.

Senior IT, Cloud Infrastructure & Technical Lead Engineer

Rogers / Shaw Communications — Toronto, Canada

January 2018 – March 2025

Bilingual: English / French

- Led the **design, implementation, administration, and support of complex, multi-enterprise IT environments**, integrating modern **cloud, AI, and hybrid infrastructure solutions** within mission-critical telecom operations.
- Architected and managed **multi-cloud platforms (AWS, Microsoft Azure, GCP)**, delivering **high-availability, scalable, and secure architectures** across compute, networking, identity, and storage services.
- Designed and deployed **AI-driven NLP solutions**, including chatbots and virtual assistants, to automate IT support workflows and improve service responsiveness and user experience.
- Developed **AI learning models for predictive analytics and cloud optimization**, accurately forecasting usage patterns, reducing operational costs, and improving resource efficiency.
- Led **incident response and advanced troubleshooting** for cloud and infrastructure-related issues, ensuring rapid service restoration in **high-availability production environments**.
- Engineered and administered **Windows and Linux systems**, including clustered database platforms, with focus on **automation, security, reliability, and lifecycle management**.
- Implemented **security-first architectures**, including identity-based access control, firewalls, IDS/IPS, VPNs, SIEM, encryption, and data classification for secure cloud integrations.
- Led **on-premises to cloud migration and modernization initiatives** across AWS and Azure, improving system performance, scalability, and cost efficiency.
- Designed and optimized **virtualized and cloud-integrated platforms**, ensuring performance, resilience, and operational efficiency across enterprise workloads.
- Delivered **enterprise monitoring and observability**, enabling real-time visibility, log aggregation, predictive alerting, and proactive infrastructure optimization.
- Designed and supported **enterprise networking solutions**, including DNS, routing, segmentation, and secure connectivity across hybrid cloud environments.

Senior IT Infrastructure Technical Lead Engineer

Government of Canada – Ontario Health Shared Services — Ontario, Canada

September 2015 – November 2017

Languages: English / French

- Led the **design, implementation, administration, and support of large-scale, multi-enterprise IT infrastructure environments**, supporting critical public health and government operations.
- Delivered **cloud and hybrid infrastructure solutions**, supporting early enterprise adoption, provisioning, monitoring, and platform optimization.
- Engineered and administered **Windows, Linux, and Unix systems**, including enterprise-grade virtualization platforms, ensuring stability, performance, and operational reliability.
- Designed and implemented **storage, backup, and disaster recovery solutions**, ensuring data integrity, high availability, and business continuity.
- Led **performance monitoring and advanced troubleshooting**, proactively identifying and resolving system and network issues using centralized monitoring and diagnostics.
- Planned and executed **hardware, software, and operating system upgrades**, migrations, and patching with minimal service disruption.
- Implemented **secure identity and directory services**, including Active Directory, Group Policy, DNS, and DHCP, enabling controlled access and authentication.
- Designed and secured **enterprise networking environments**, including routing, segmentation, VPNs, and intrusion detection/prevention systems.
- Led **email platform modernization initiatives**, migrating on-premises messaging systems to **Office 365** and supporting enterprise collaboration services.
- Supported **infrastructure projects and technical documentation**, ensuring compliance, risk mitigation, and on-time delivery within regulated government environments.

Microsoft Premier Field Engineer (PFE) & Subject Matter Expert (SME)

Microsoft — Canada & United States (New York)

October 2012 – July 2015

Languages: English / French

- Served as a **Microsoft Premier Field Engineer and Subject Matter Expert**, delivering advanced design, implementation, and operational support for **large-scale, multi-enterprise IT environments** across public and private sector organizations.
- Led enterprise solutions across **core Microsoft platforms**, supporting **Windows Server, Active Directory, Exchange Server, SQL Server**, and hybrid collaboration environments in mission-critical customer deployments.
- Designed, administered, and optimized **Active Directory and domain services**, including Group Policy, DNS, DHCP, authentication models, and identity governance to support secure and scalable enterprise access.
- Delivered **Office 365 and Exchange Online administration**, supporting enterprise adoption of cloud-based collaboration services including email, document management, and unified communication platforms.

- Led **Exchange Server migration initiatives** from on-premises to cloud and hybrid architectures, ensuring business continuity, minimal downtime, and smooth transition for enterprise users.
- Supported and optimized **virtual application and desktop environments**, improving performance, availability, and secure remote access for distributed workforces.
- Oversaw **data center operations**, including server deployments, performance tuning, capacity planning, cooling, and power redundancy to maintain high availability standards.
- Designed and implemented **enterprise storage, backup, and recovery solutions**, ensuring data integrity, disaster recovery readiness, and compliance with organizational requirements.
- Delivered **enterprise monitoring, diagnostics, and performance troubleshooting**, proactively identifying infrastructure bottlenecks and resolving complex system issues.
- Planned and executed **hardware and software upgrades**, including firmware updates, operating system patching, and system migrations with minimal operational impact.
- Developed and validated **disaster recovery and business continuity strategies**, strengthening resilience and recovery objectives for critical systems.
- Led **legacy system decommissioning efforts**, ensuring secure data handling, compliance, and accurate technical documentation.
- Provided **customer-facing technical leadership and advisory services**, supporting infrastructure modernization projects, change management, and long-term platform sustainability.
- Delivered **endpoint management and infrastructure monitoring solutions**, supporting configuration management, patching, health monitoring, and proactive alerting across enterprise environments.
- **Hyper-V & VMware vSphere Administration** – Optimized **virtualized environments**, ensuring high availability and efficient resource utilization

IT Systems and network Engineer – English & French **Siemens, Florida, USA.**

Mar 2008 - Aug 2012

- **Administration, and support of complex, multi-enterprise IT environments.**
- **Managed IT Infrastructure** – Oversaw **Windows Server, Linux, and Unix environments**, ensuring efficient operation and security.
- **Configured & Maintained Networks** – Administered **Cisco, Juniper, VLANs, VPNs, DNS, DHCP, TCP/IP**, maintaining network stability.
- **Active Directory Administration** – Managed **Domain Controllers, Group Policy, authentication controls, and user access.**
- **Virtualization Management** – Administered **VMware vSphere, Hyper-V**, optimizing virtualized environments for performance and reliability.
- **Storage & Backup Solutions** – Implemented **SAN, NAS, RAID, iSCSI, Fiber Channel**, ensuring disaster recovery readiness.
- **Security & Compliance Implementation** – Deployed **firewalls, IDS/IPS, endpoint security**, ensuring enterprise protection.

- **System Monitoring & Troubleshooting** – Used Nagios, Splunk, SNMP, diagnosing system and network issues proactively.
- **Office 365 & Exchange Administration** – Managed Exchange Server, SharePoint, Teams, ensuring seamless email and collaboration services.
- **Technical Documentation & Change Management** – Maintained system configurations, logs, updates, and change control records.
- **IT Project Execution** – Led network upgrades, system migrations, and infrastructure deployments, ensuring smooth transitions.
- **SCCM Deployment & Management** – Implemented System centre Configuration Manager (SCCM) for automated OS deployment, application distribution, patch management, and endpoint security.
- **SCOM Monitoring & Performance Optimization** – Deployed System centre Operations Manager (SCOM) to monitor server health, detect system failures, and optimize infrastructure performance.

Education / Certification and Boot Camps

Master of Engineering – Innovation & Entrepreneurship (MEIE)

Toronto Metropolitan University (formerly Ryerson University) — 2023–Present

Advanced Hands-On Technical Diploma – Systems & Networking Engineering Canadian Business College — 2015

Advanced Hands-On Diploma – AI & Cloud Engineering (AWS & Azure)

Saftech Canada College — 2025

AI & Automation: AI agents, Generative AI, NLP, AIOps

Cloud Architecture: AWS, Microsoft Azure, multi-cloud solutions

Solutions Architecture: End-to-end system design, enterprise integration

Cloud Modernization: On-prem to cloud migration, hybrid environments

Security & Governance: IAM / RBAC, Zero-Trust, cloud security

Automation & DevOps: IaC, CI/CD, cloud automation

Reliability & Monitoring: Observability, incident response, optimization

Agile Project Management with AI

Scrum and Agile delivery methodologies

Sprint planning and backlog management

Cross-functional and technical project delivery

Professional Certifications

AWS Certified Solutions Architect

Canada, Toronto — 2023

Azure Solutions Architect Expert

Canada, Toronto — 2023

Microsoft Office 365 – Advanced Deep Dive

Canada, Toronto — 2020

VMware Certified Advanced Professional (VCAP)

Canada, Toronto — 2019

VCPS – VMware Certified Professional

Canada, Toronto — 2013

MCSA – Microsoft Certified Solutions Associate

Canada, Toronto — 2013

CCNA – Cisco Certified Network Associate

Canada, Toronto — 2010

MCIPT – Microsoft Certified IT Professional

Canada, Toronto — 2010

CompTIA A+ Cloud Certified

Canada, Toronto — 2005

PMP – Project Management Professional

Canada, Toronto — 2005

Languages

Language	Proficiency	Origin
English	Very fluent	
French	Very fluent	
Swahili	First language	East Africa
Kinyarwanda	Mother language	Rwanda
Kirundi	Mother language	Burundi
Kiganda	Mother language	Uganda