

EDUCATION

Nairobi, Kenya

**Jomo Kenyatta University of
Agriculture and Technology**

- Bsc In Business Technology.

WORK EXPERIENCE

**Senior Software & DevOps
Engineer**

Viewtech Limited(SasaPay)

Dec 2021 – Present

Nairobi, Kenya

- Created and maintained the powerful Wallet as a Service (WAAS) API, enhancing SasaPay's service offerings and service adoption by 60%.
- Implemented and managed C2B, B2C, and B2B payment and collection APIs, facilitating seamless transactions and improving user experience which boosted transaction volume by 30% and enhanced user satisfaction by 25%.
- Regularly updated the SasaPay Developer portal and API documentation, ensuring clear and accessible resources for developers which enhanced developer engagement by 40% and reduced integration issues by 30%.
- Led API integrations between SasaPay and partner systems, ensuring smooth interoperability and expanding the ecosystem which resulted in the expansion of the partner ecosystem by 25% and an increase in API usage by 30%.
- Supported client onboarding and integration into the SasaPay ecosystem, driving customer satisfaction and retention by 15% and reducing onboarding time by 20%.
- Maintained high code quality through clean and tested code practices, contributing to the reliability and performance of SasaPay services. This reduced system downtime by 30% and decreased bug-related issues by 25%.

Quality Analyst

Sama Kenya

May 2021 – October 2021

Nairobi, Kenya

- Reviewed and assessed annotated data for AI algorithms to ensure accuracy and quality.
- Oversaw agent work to ensure compliance with client requirements and internal standards.
- Created daily progress reports and delivered constructive feedback to agents to improve performance.
- Monitored key performance indicators (KPIs) such as Total Process Time (TPT) and throughput to gauge agent efficiency and productivity.
- Performed regular quality audits to identify areas of improvement and ensure consistent quality standards.

Data Entry Specialist

Cloud Factory Kenya

June 2018 – March 2021

Nairobi, Kenya

- Entered and verified data from various sources, ensuring accuracy and completeness, which improved data integrity and operational efficiency.
- Conducted quality checks and resolved discrepancies, enhancing the overall quality of data and reducing errors in reporting.
- Generated detailed reports and documents, providing essential insights for strategic planning and performance monitoring.
- Coordinated with team members and departments, facilitating efficient information flow and supporting various administrative tasks, contributing to streamlined operations.

SKILLS & COMPETENCIES

- Python: Django, Fast API and Flask Frameworks
- Fintech: Payments, Mobile Money, USSD, Integration, Utilities payments.
- DevOps: Infrastructure as Code (IaC) using Terraform, Ansible, Jenkins, ArgoCD, Docker, Kubernetes, TeamCity, CircleCI, Git, Bamboo, JMeter, GitOps
- Databases: MySQL, PostgreSQL, Oracle Database, MongoDB, Microsoft SQL Server, SQLite
- APIs: Restful APIs, SOAP, gRPC, GraphQL, Swagger UI, API Testing
- Version Control Systems: Git, Github, Gitlab, Bitbucket
- Testing: Pytest, Jest, Karma, Cypress
- Cloud Computing: Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure, Digital Ocean
- JavaScript: ReactJs, NodeJs, NextJs
- Agile Methodologies: Scrum, Jira

PROJECTS

- **Assets Management System** (<https://assets.quickmart.co.ke>) An asset management system for Quickmart Supermart and its branches. Python, Django, Rest API, React, Celery

AWARDS

- **Best Employee** (Viewtech Limited) Recognized for delivering projects on time and best technical support for company clients. March 2024