NICHOLAS KIMUTAI NGENO

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Profile

Results-driven Senior Software Engineer with over 6 years of experience in developing, implementing and maintaining high-performance systems. Proven ability to deliver innovative solutions and lead cross-functional teams. Adept in Java, Spring Boot, SQL, Kafka, Redis, Mongo, Docker, Kubernetes and microservices. Strong background in providing customer support, troubleshooting and resolving system-related issues. Committed to continuous learning and professional development.

Employment History

Software Engineer II – Safaricom PLC

July 2021 - to date

As a Senior Software Engineer at Safaricom PLC, I have been instrumental in driving digital transformation initiatives by designing and implementing highly available, scalable, and performant microservices platforms. I have achieved the following key accomplishments:

- Redesigned, developed and maintained Postpay services that were instrumental in the customer acquisition pillar of business. This increased number of high valued monthly customers by 20%.
- Designed and developed Go Monthly plus products to drive monthly customers by giving more value to existing and new customers. This grew monthly customer base by 30%
- Designed and built Gomoka gamification engine; an innovative spin and win digital only gamification engine that was used to reward customers after product purchase. This customer retention strategy boosted customer acquisition and retention by 35%.
- Implemented Kafka streaming functionality to existing transactional and non-transactional services, streaming key user actions to the company data lake, providing a 360-degree view of all customers, resulting in a 30% increase in data processing efficiency.
- Optimized and fixed bugs on different services, resulting in an overall improvement in performance, reliability, and efficiency. This resulted in a 30% increase in system uptime.
- I actively engaged in ideation and problem-solving sessions, contributing to the collaborative design of innovative systems.

Software Engineer - TechnoBrain Group

Sept 2020 – June 2021

As an automation software engineer, I utilized latest technologies to design and develop highly responsive and scalable applications. My key accomplishments include:

- Developed an automation tool to automate tests previously done manually. This increased the production velocity by 20%.
- Developed and maintained new and existing privacy compliance tools in the Microsoft Privacy team.
- Automated release processes to reduce human error.
- Actively participated in code reviews and implemented continuous integration and delivery practices, using Azure pipelines, to maintain the quality and stability of the microservices ecosystem.

Software Engineer in Test - TechnoBrain Group

March 2020 – Sept 2020

Responsible for conducting both automated and manual testing of windows OS and other applications running on windows platform.

Achievements:

- Collaborated with the engineering team to develop and execute test plans, with the aim of maximizing test coverage, release velocity and production health.
- Used a combination of both manual and automated testing to ensure high quality releases.
- Monitored network traffic using Wire-shark and fiddler tools to ensure there was strict privacy adherences and no leakage of PII information.

Technical IT support - Geonet Technologies ltd

Aug 2017– Dec 2019:

As an IT Infrastructure Support Engineer, I played a pivotal role in ensuring the smooth functioning of the organization's IT systems and networks. Some of my key contributions included:

- Successfully minimized system downtime for clients, resulting in increased productivity and minimized revenue loss.
- Streamlined IT processes, resulting in quicker response times and reduced resolution times for support requests by 20%.
- Implemented cost-effective solutions that reduced IT expenditure while maintaining or improving service quality. This cut the cost by 15%.
- Enhanced system security, ensuring that clients' data and networks were better protected against cyber threats.

Software Developer - NHIF

Mar 2017 – July 2017

- Developed and implemented new feature/modules for an existing software product, showcasing proficiency in design, coding, and testing.
- Optimized code efficiency by identifying and addressing performance bottlenecks, resulting in improved overall system performance.
- Played a key role in identifying and resolving software bugs, demonstrating strong problem-solving and debugging skills.
- Collaborated effectively on cross-functional projects, engaging with colleagues from different departments to deliver high-quality software solutions

Educational background

BSc Informatics - Moi University, Eldoret (2017)

Graduated with 2nd class Honors (Upper Division)

Secondary Education - Nakuru High School (2011)

Kenya Certificate of Secondary Education – A - (Minus)

Certifications

- AWS Cloud Practitioner - Amazon Web Services (AWS)
- Microsoft Azure Administrator Associate (AZ-104)
- Applied Data Science I: Scientific Computing & Python (with honors)- World Quant University
- Cisco Certified Network Associate (CCNA)

Skills

- JavaScript, ReactJS , Java, Spring boot, C#
- Rest-APIs and SOAP
- Git, GitHub/Gitlab
- MySQL, PostgreSQL, MongoDB
- CI/CD, Jenkins, Kubernetes, Docker
- Nginx, Netlify, apache, Linux servers.
- Azure, AWS, RedHat OpenShift
- Experience working with agile methodologies, such as Scrum, Kanban and XP
- Data Analysis and visualization using Pandas, NumPy, Matplotlib, Microsoft PowerBI & Excel
- OS: Linux and Windows