

# ANNRITA MUKAMI GITONGA

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## PROFILE

I am a result-oriented go-getter and self-driven individual, who is seeking opportunities in a conducive environment that will bring out my full potential and growth.

## WORK EXPERIENCE

**July 2024 – : Fellow – Software Engineer at Qhala**

### Accomplishments:

1. Support developer - CANEX ADMIN
2. CANEX PROJECT ADMIN FRONTEND CONTRIBUTION
  - Built UI and API integration: Group Messaging - chatroom, subscriptions, payments, billing and invoices
3. CANEX PROJECT USER-SIDE FRONTEND CONTRIBUTION
  - Conducted frontend unit tests using Playwright to ensure system reliability
4. CEMA PROJECT FRONTEND CONTRIBUTION
  - Implemented frontend UI changes. eg, CEMA Datawarehouse using [Vue.js/Vuetify](#)
  - Enhanced SEO through metadata, sitemap, and robots.txt file creation. eg on CEMA Datawarehouse
5. CEMA FELLOW PROJECT CONTRIBUTION
  - Developed a basic backed system(Water Consumption habits and business feasibility analysis) (mongoDb/Postman/JavaScript/[Node.js/Express](#))
6. GLOBAL ROOFING GROUP PROJECT CONTRIBUTION
  - Conducted REST API Documentation - Acumatica ERP
  - Data extraction and entry from CoStar

**October 2023 – March 2024 : Technology Intern (Enterprise System Support) at Safaricom PLC**

### Accomplishments:

1. Improved Oracle Identity Cloud Service efficiency by cleaning around 1,000 contractors saving the company around Ksh.350,000.
2. Database tasks (e.g., Querying MySQL/Oracle Databases for troubleshooting purposes).
3. Reprocessing failed transactions on POS systems hosted on AWS.
4. Implementing around 250 role matrices on Sailpoint Identity Solution.
5. Pushing workflows and re-assigning approvals and timecards on ERP System
6. Set-up of dashboards in ELK system and monitoring systems.
7. Raising tickets/changes following the ITIL change process.
8. Cleaning 241 inactive users from Oracle Identity Cloud Service. According to statistics from the IDCS system, each user was charged approximately Ksh.350 per day. By conducting this clean-up regularly, the company saved approximately Ksh.84,350.

**July-September 2023 : Fiber (FTTH) and IT Support Technician Intern at CityNet**

## Fiber Connections limited

### Accomplishments:

1. Installation of Fiber Optic Cables (FOC)/ Fiber Fusion Splicing/Setting up an Access Terminal Box and router/ Distributing fiber optic light signal/Assigning a device a new IP address/ Visual Fault detection in a FOC/Resolving Loss of Signal in a router.
2. Personal learning (Cisco Networking Skills).

## EDUCATIONAL BACKGROUND

July, 2025-	Software Engineering : -Python Programming -Database Design & Programming(MySQL) -Web Development V2 -Startup Building for Developers		Power Learn Project Africa
2019-2024	Bachelor of Science in Telecommunication and Information Technology		Kenyatta University(Second Class Upper Honors)
2015-2018	KCSE	Loreto High School Limuru	A-
2010-2014	KCPE	Kathigiri Boarding Primary school	434/500
<b>PROFESSIONAL CERTIFICATIONS</b>			
2025 2024	<ul style="list-style-type: none"><li>▪ Introduction to Identity Security Cloud</li><li>▪ AI Programming with Python(AWS in Partnership with Udacity)</li></ul>		
2023-2024	<ul style="list-style-type: none"><li>▪ Generative AI with AWS</li><li>▪ AWS Solution's Architect</li></ul>		
2022	<ul style="list-style-type: none"><li>▪ Sailpoint Identity Solution</li><li>▪ Network Security Certification Program</li></ul>		

## TECHNICAL SKILLS

- Programming & Web Development - HTML, CSS, JavaScript, Vue.js, Vuetify, Python
- Databases : MySQL, Oracle SQL developer, NoSQL(MongoDB)
- DevOps Tools: Github, ELK Stack
- System Support: Sailpoint, Oracle Identity Cloud Service, POS, IDM, Wezesha
- Troubleshooting: failed POS transactions
- Monitoring: System performance monitoring
- Networking skills e.g., installation and maintenance of Fiber Optic Cables

## SOFT SKILLS

- Collaboration using Agile practices (Jira, Confluence)
- Customer service e.g., prompt answering of support calls, emails and live chat.
- Communication and stakeholder engagement.

## EXTRACURRICULAR ACTIVITIES

<b>YEAR</b>	<b>ACTIVITY</b>
2024	<ul style="list-style-type: none"> <li>• AWS Deep Racer Mentor –AWS Kenya Community Day</li> <li>• Participant during Safaricom Interns hackathon</li> <li>• Participant during Safaricom Innovation Week - Vodafone HACK-A-LYMPICS</li> </ul>
2023-2025	<ul style="list-style-type: none"> <li>• Volunteer official at Ambassador’s Ladies Football Cup Tournament (2nd/3rd/4th edition)</li> </ul>
2023	<ul style="list-style-type: none"> <li>• Volunteer mentor (web development) at Kids in Technology Bootcamp at Safaricom PLC</li> </ul>
2019-2023	<ul style="list-style-type: none"> <li>• Kenyatta University women football team goalkeeper</li> </ul> <p>During my free time, I enjoy football, exploring dance styles like reggaeton and cumbia, and experimenting with new recipes.</p>

## REFEREES

Name: Barbara Osiro  
Work: Business Manager - Qhala  
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Name: Christopher Somek  
Work: Manager – Enterprise Systems Support – Safaricom PLC  
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Name: James Mwangi  
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Name: Dr. Raphael Nyenge  
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