

# ANNRITA MUKAMI GITONGA

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## PROFILE

Telecommunication and IT professional with hands-on experience in field operations, system support, and customer-focused troubleshooting. Skilled in fiber installation, network configuration, and system monitoring, with additional experience in software development and enterprise IT systems. Passionate about ensuring reliable connectivity and excellent customer experience through proactive problem-solving, collaboration, and continuous learning.

## WORK EXPERIENCE

**Nov 2025 – Present : Software Engineer at Qhala**

### Accomplishments:

- Support system users on Canex Admin Platform by diagnosing and resolving front-end and API integration issues.
- Build and maintain UI components for Competitions, Africa Film Fund and Chatbot on the Canex Admin platform

**July 2024 – Nov 2025 : Fellow – Software Engineer at Qhala**

### Accomplishments:

- Support system users on Canex Admin Platform by diagnosing and resolving front-end and API integration issues.
- Built and maintained UI components for messaging, billing, and payment modules on the Canex Admin platform
- Conducted frontend testing (Playwright) to ensure high performance and system reliability
- Contributed to CEMA Project by implementing frontend UI changes and enhancing SEO(metadata,sitemap,robots.txt)
- Developed a basic backend system for analyzing water consumption habits and business feasibility (MongoDB/Node.js/Express)
- Participated in REST API documentation for Acumatica ERP and data extraction in CoStar platform

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

### Accomplishments:

- Provided technical support for enterprise systems and POS platform hosted on AWS. - e.g. reprocessing failed transactions
- Performed database querying (MySQL/Oracle) for troubleshooting and system efficiency improvement.
- Enhanced Oracle Identity Cloud Service by cleaning inactive users and contractors, saving the company over Ksh. 350,000 in operational costs.
- Implemented role matrices on Sailpoint Identity Solution
- Managed user workflows on ERP systems - re-assigning approvals and timecards
- Set up ELK dashboards for system performance monitoring
- Raised tickets/changes using the ITIL change process.

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

### **Accomplishments:**

- Installed and maintained Fiber Optic Cables (FOC), performed fiber fusion splicing, and configured Access Terminal Boxes and routers.
- Conducted fault detection and signal loss troubleshooting, ensuring optimal customer connectivity.
- Assigned IP addresses and managed device configurations for new network connections.
- Strengthened Cisco networking and field engineering skills through practical on-site learning and self-paced modules.

### **EDUCATIONAL BACKGROUND**

July, 2025-	Software Engineering Program: <b>Fundamentals:</b> -Python Programming -Database Design & Programming(MySQL) -Web Development -Startup Building for Developers <b>Specialization:</b> -Full-Stack Developer (MERN Stack)		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**

- Networking & Systems: Fiber installation and maintenance, IP configuration, Visual Fault Detection, POS support, Field Troubleshooting
- Programming & Web Development - HTML, CSS, JavaScript, Vue.js, Vuetify, Python, Node.js, Express
- Databases : MySQL, Oracle SQL developer, MongoDB
- DevOps Tools: Github, ELK Stack
- System Support: Sailpoint, Oracle IDCS, POS, IDM, Wezesha
- Monitoring & Support: System performance monitoring, customer ticket handling

### **SOFT SKILLS**

- Excellent Customer service (e.g., prompt answering of support calls, emails and live chats.)
- Strong troubleshooting and analytical mindset
- Team collaboration using Agile practices (Jira, Confluence)
- Communication and stakeholder engagement.
- Reliable, resilient, and adaptable in field environments

### **EXTRACURRICULAR ACTIVITIES**

YEAR	ACTIVITY
2024	<ul style="list-style-type: none"> <li>• AWS Deep Racer Mentor –AWS Kenya Community Day</li> <li>• Participant - Safaricom Interns hackathon</li> <li>• Participant - Safaricom Innovation Week - Vodafone HACK-A-LYMPICS</li> </ul>
2023-2025	<ul style="list-style-type: none"> <li>• Volunteer official - Ambassador's Ladies Football Cup Tournament (2nd-4th edition)</li> </ul>
2023	<ul style="list-style-type: none"> <li>• Volunteer mentor (web development) - Kids in Technology Bootcamp, 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: Edmund Ndegwa  
 Work: Regional EHS Manager – EA Region & Indian Ocean  
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