BENSON GITAU
Software Developer

+254 795216928 | bensonkgitau138@gmail.com | 1048-20321 Rumuruti Kenya

LinkedIn | Github

ABOUT ME

I am a dedicated professional with a background in Civil Aviation Management and Software Development, offering over three years of experience in operations management and banking. Skilled in streamlining workflows, inventory management, and ensuring compliance in dynamic environments. Proficient in Python, JavaScript, React, Django, Flask, SQL, and Git, with strong organizational, analytical, and leadership abilities. Committed to driving results and contributing to organizational success.

SKILLS

Technical Skills

- Programming: Python, Javascript
- Frameworks: React, Django, Flask
- Databases: Postgresql, Sqlite3
- Version Control: Git, Github
- Ms Office
-

Soft Skills

- Time management
- Project management
- Team Collaboration
- Problem-solving
- Communication
- Attention to Detail

WORK EXPERIENCE

FULL-STACK DEVELOPER   **Remote (Aug 2024- Present)**
Freelance

- Managed multiple projects simultaneously, demonstrating strong time management and organizational skills.
- Created detailed project roadmaps in Jira, tracking progress and resolving blockers effectively.
- Collaborated with teams across different time zones to deliver high-quality software solutions.

OPERATIONS OFFICER   **(December 2021- February 2024)**
Equity Bank
Operations:

- Coordinated between departments to ensure seamless operations and service delivery.
- Conducted data audits and reporting, ensuring compliance with regulatory standards.
- Leveraged MS Office to create detailed reports and presentations
- Conducted risk assessments and maintained compliance records

Customer Service:

- Resolved customer inquiries promptly, achieving an 85% First-Contact Resolution Rate.
- Managed checkbook requests and other customer needs, achieving an average of 90% customer satisfaction score.
- Improved customer retention through personalized assistance and follow-ups.

Business Development

- Cross-sold bank products to existing clients contributing to branch revenue by 20%.
- Acquired new clients and maintained relationships resulting in over 20 million in deposits.
- Supported customer engagement through proactive follow-ups increasing monthly transactions per customer by 15%.

MARKETING AGENT   **2019-2021**
Equity bank
- Managed mail and records to ensure efficient administrative operations
- Verified checks and facilitated credit and insurance sales, enhancing financial management skills
- Customer onboarding on digital banking platforms
- Addressed customer inquiries and managed customer service, improving interpersonal communication skills
- Achieved a 90% activation rate on mobile banking platforms, enhancing engagement with digital services

EDUCATION

ALX | AI Career Essentials   **Oct 2024- Dec 2024**
- Certificate

Relevant Course: AI Augmented Professional Development Skills in the Digital Age

Moringa School | Software Engineering   **Feb 2024- Nov 2024**
- Certificate

Relevant Course: Full Stack Developer

Moi University | Bachelor of Business Administration: BA Civil Aviation Management   **2017-2021**
- Second class upper

Relevant course: Marketing and Logistics

Nairobi Technical And Training Institute | Computer proficiency   **August 2017**
- Certificate

Relevant course: Computer proficiency

Lenana School | Kenya Certificate of High School Education   **2013-2016**
- B(plain)

Relevant course: Mathematics (A), Physics (A)

LEADERSHIP & VOLUNTEER EXPERIENCE

- Trained as Fire Marshal, First Aider, and OSHA Committee Member at former workplace
- Equity Leadership Program Mentor
- Chapter Leader, Equity Leaders Moi University Chapter (2019, served 3 years)
- Former Dorm Captain, Science Club Member, and Christian Union Member, Lenana School (2016)

REFERENCES

- Mr. Elijah Wanjohi | Operations manager
  Equity Bank Eldoret market branch,
  +254 723794035

- Charity Gitonga | Cash Officer,
  Equity Bank Rumuruti Sub-branch,
  +254 723498873