

**MR. CHARLES KITONGA**

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## **CAREER OBJECTIVE**

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I am looking for a challenging role in an organization to utilize my technical, database, and management skills in an integral, professional, and adaptable manner for the growth of the organization as well as to enhance my knowledge of new and emerging trends in the IT sector with a good academic record, ability to understand and test software, working knowledge of software development, and a strong understanding of core internet technologies. I seek to work as a software engineer to further my knowledge in the IT domain and utilize my skills.

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## **EDUCATION BACKGROUND**

2017-2019: Bachelor of Business Information Technology ( Business Intelligence Major) .

**Second Class Upper Division.**

Strathmore University

2016 - 2016: Diploma in Business Information Technology.

Strathmore University.

2011-2014: Kenya Certificate of Secondary Education

St. Charles Lwanga School-Kitui.

2008-2010: Kenya Certificate of Primary Education

Bishop Kioko Boarding Primary School- Machakos

## PROFESSIONAL QUALIFICATIONS

- Certified Public Accountant(Part1) - Strathmore University.
- Microsoft Azure AZ900 Certificate - Microsoft.
- Google Developer Program Certificate - Google.
- Scrum Fundamentals Certified - SCRUMStudy
- Six Sigma Yellow Belt Professional - 6SigmaStudy

## WORK EXPERIENCE

April, 2022 - Present: **Safaricom Telecommunications Ethiopia PLC - Technology Division**

- Team Lead for Enterprise Business Unit Core Product.
- Spearheaded SIM Tests and Device Readiness Tests. .
- Offered mentorship to the QA team through upskilling and interpersonal skills training.
- Pioneered API testing for various systems involved for postpaid customers.
- Launched the Enterprise Business Unit Prepay product.
- Performing regression tests during system upgrades.

February, 2022 - April, 2022: **Safaricom PLC - Technology Division**

- Part of the Software Engineering Testing team for Safaricom Products.
- Achieved Scrum Fundamentals Certification.
- Achieved 6 Sigma Certification.
- Part of the team handling eKYC Application manual and automation Testing using selenium.
- Assigned to CRM testing managing all the test cases and providing reports.
- Learning performance testing using JMeter.
- Finalist in Safaricom Hackathon event - Presented an Event Wallet Platform.

January, 2021 – September, 2021: **Upscale Technologies - Software Developer**

- Developed the company's UI product as part of the frontend team.
- Performed Unit Tests on code using white Box testing to ensure quality code is delivered for production.
- Helped train an intern into the company's working products and frontend technologies.
- Refined files with improved code as part of the team's code performance tests on non-functional testing.
- Tasked with improving the quality of code with reviews on GitHub.

August, 2020 – December, 2020 : **Skillsday Limited - Software Engineer**

- Developed a Learning Management System for the company.
- Created User Acceptance Tests on Learning Management Platforms.
- Assisted on Black-Box testing reporting to the Product Owner.

January, 2020 – April, 2020: **Payflick Limited - Software Developer & Technical Support**

- Part of the team that built a restaurant E commerce platform.
- Assisted in the Development of the company's Ordering & Delivery System Platform. ct.

February - April 2019: **Your Apps Ltd - Software Developer & Technical Support intern**

- Tasked with development of the company's job card application.
- Installation and upgrading of window's operating systems.
- Configuring laptops, printers, scanners and email accounts.
- Troubleshooting Printers and other computer peripherals.

February- March 2017: **Defence Forces Canteen Organization -**

**Information Technology intern**

- Installation and upgrading of various operating systems.

- Configuring laptops, printers, scanners and email accounts.
- Troubleshooting PCs, laptops, Printers and other computer peripherals.
- Help desk ticketing, mail and document administration.
- Networking skills and troubleshooting techniques.

## **EXTRA CURRICULAR ACTIVITIES**

- Member of Google Developers Group in Strathmore (2017).
- Member of the Strathmore French club (2017)

## **HOBBIES AND INTERESTS**

1. Being involved with charities.
2. Traveling.
3. Learning new languages.

## **REFEREES**

1. **Ephraim Gikwa**  
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