Leonard Mutugi, Software Engineering

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PROFILE

Accomplished Senior Mobile Developer with over 6 years of experience in the banking and fintech sectors, significantly impacting mobile solutions for millions of users across East and Central Africa. Renowned for leading the development of scalable, secure, and high-performance applications, including the Equity Mobile app, which serves over 10 million users. Expertise in Kotlin, Android SDK, Python, C++ and cutting-edge mobile technologies has transformed user experiences, driven product digitization, and increased customer engagement.Adept at leading cross-functional teams, mentoring emerging talent, and championing best practices within dynamic development environments. Passionate about leveraging data-driven insights to optimize app performance, advance financial inclusion, and shape the future of mobile banking.

EMPLOYMENT HISTORY

Jan 2024 — Present

Senior Manager, Lead Mobile Developer - Android, Equity Bank (K) Limited

1. Led a 15-member team in developing the Equity Mobile app, scaling it to serve 10M+ users and targeting 100M+ globally.

2. Delivered critical features for Equity Mobile, improving user engagement by 75% and maintaining a 4.7-star rating on the Play Store.

3. Designed and implemented an offline-first solution for the INUA Jamii project, significantly boosting data upload rates to government servers.

4. Spearheaded a complete app redesign, optimizing the UI/UX and aligning it with the bank's vision of reaching 100M customers.

5. Implemented rigorous unit testing processes, enhancing app stability, reducing crash rates, and increasing user satisfaction by 25%.

6. Managed app releases with a structured release management process, ensuring timely updates and minimal downtime for end users.

7. Liaised with business stakeholders to align product features with market needs, fostering collaboration and driving business growth.

Apr 2021 — Jan 2024

Manager - Senior Android Developer, Equity Bank (K) Limited

1. Developed and launched pre-scheduled payments, streamlining recurring transactions and enhancing user convenience.
2. Integrated robust 2FA (OTP and PIN) across money transfer features, ensuring top-tier security and compliance with InfoSec standards.
3. Spearheaded in-app updates across subsidiaries, enabling seamless user access to new features and timely bug fixes.
4. Implemented in-app reviews to drive real-time customer feedback, enhancing future product iterations based on user insights.
5. Authored detailed release documentation and Wiki guidelines, reducing onboarding time for new developers by greatly.
6. Led enhancements that improved app security and user experience, significantly increasing customer retention.

Jan 2019 — Mar 2021

Assistant Manager, Android Developer, Equity Bank (K) Limited

1. Developed the Equity Mobile app from scratch, achieving a seamless migration from the EazzyBanking App and acquiring 250,000 users in three months.
2. Launched comprehensive Transact features, allowing users to send money across banks, mobile money platforms, and pay bills seamlessly.
3. Expanded the app's footprint by deploying it across Tanzania, Uganda, DRC, Rwanda, and South Sudan.
4. Collaborated with UI/UX designers to create intuitive interfaces, significantly boosting user engagement.
5. Engaged in code reviews and knowledge-sharing sessions to promote best practices and continuous improvement among developers while leading structured app releases, enhancing scalability, performance, and overall app stability.

Mar 2018 — Mar 2020	**Relationship Officer, Digital Transactional Banker, Equity Bank (K) Limited**

1. Gained practical experience in streamlining complex onboarding processes, sharpening problem-solving skills, and fostering a customer-centric mindset.
2. Developed expertise in managing corporate and SME client relationships, enhancing my understanding of diverse business needs and expectations.
3. Mastered the use of data-driven tools, including advanced Excel, to create actionable insights for managerial decision-making.
4. Strengthened collaboration skills by working with cross-functional teams, integrating customer feedback into improved service delivery strategies.
5. Built a foundation in digital banking operations, understanding how technology transforms corporate and SME financial ecosystems while fostering client loyalty.

SKILLS

Solution Development: Proficient in Kotlin, Java, Android Development, Python, and C++.

Fintech Product Digitization: Skilled in creating scalable, user-centered fintech products.

Data Communications & Networking: Strong foundation in network protocols and data security.

System Modeling & Design Thinking: Applying structured design methods for efficient solutions.

IT Project Management: Experienced in agile project delivery and cross-functional leadership.

Database Management: Skilled in SQL and efficient database administration for secure, scalable data handling.

EDUCATION

May 2024 — Present	**Master of Science in Computing and Information Systems, Strathmore University**
Jan 2014 — Jan 2018	**Bachelor of Commerce(Finance), Kenyatta University** Nairobi

COURSES

Oct 2024 — Nov 2024	**Data Protection Course, Strathmore University(CIPIT)**
Mar 2019 — Sep 2019	**Software Development and Entrepreneurship Program (MIT), Emobilis Institute of Technology**

LANGUAGES

Swahili

English