

# DALISO DEBBIE MITI

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Computer Scientist with expertise in software development, system architecture, and digital transformation. Skilled at resolving complex technical issues and bridging technical and non-technical communication. Collaborative team player delivering hardware and software solutions on time to meet client needs.

## Experience

JANUARY 2024 - PRESENT

WHENCE FINANCIAL SERVICES | SOFTWARE DEVELOPER

- Lead the development and nationwide rollout of financial technology solutions, improving operational efficiency and customer experience.
- Developed and deployed the official Whence Financial Services website, enhancing user experience with a modern design and improved clarity.
- Manage the Eziit project, overseeing architecture design, development, and implementation using seamless API integration with corresponding mobile applications.
- Implemented cloud-based solutions, achieving 99.9% system uptime and enhancing disaster recovery.
- Designed and deployed secure email communication channels through Loan Management system, improving data integrity and transparency.
- Created a Performance Metrics feature using data analytics, enabling better staff performance tracking.
- Reduced paper costs by 30% by integrating Expense and General Ledger features into the Loan Management System.
- Mentored a team of developers and interns, improving onboarding and productivity through structured training programs.

MARCH 2023 – APRIL 2023 (6 WEEKS)

CENTER FOR INFORMATION COMMUNICATION TECHNOLOGY | SOFTWARE DEVELOPER INTERN

- Conducted needs assessments for hardware procurement, ensuring alignment with user requirements.
- Collaborated with technical teams to troubleshoot system issues, reducing resolution time by 25%.
- Provided customer service by responding to phone, email and online requests, questions and complaints.

JANUARY 2023 – FEBRUARY 2023 (6 WEEKS)

NATIONAL ASSEMBLY OF ZAMBIA | SOFTWARE DEVELOPER INTERN

- Supported system architecture design for government applications, ensuring compliance with security standards.
- Supported networking technical team through active engagement in a variety of hands-on activities including support for router, firewall and wireless access points.
- Provided technical support to parliamentary staff, enhancing productivity through effective technology use.

## LEADERSHIP AND COMMUNITY ENGAGEMENT

### MEMBERSHIP DIRECTOR | ROTARACT CLUB OF LUSAKA | 2025 – Present

- Increased active membership by 20% through targeted recruitment and engagement strategies
- Led leadership programs for new members emphasizing the need for community service through Rotaract motto ‘service above self’.

## Volunteer Work

Malaria Partners Zambia - December 2024 • Conducted data quality assessments at various health facilities in Luano District under Malaria Partners Zambia, an organization comprising World Vision, the Government of Zambia and Rotary Clubs.

## Technical Skills

Programming Languages – PHP, JavaScript, Python • Frameworks – React.js, Laravel • Database Management – SQL, PostgreSQL • Cloud Platforms - Digital Ocean • Version Control - Git •

## Education

JANUARY 2020 – DECEMBER 2023

BSc. Computer Science | The University of Zambia

## Certifications

Cisco Computer Systems Certification 2021 • NDG Linux Unhatched 2023 •  
AWS\_Academy\_Introduction\_to\_Cloud 2023 •

## References

Available upon request