

Douglas Waruingi Gitagia

Nairobi, KENYA

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Personal Information

Date of Birth: 20th Aug 1995

Citizenship : Kenyan

Gender : Male

Professional Summary

Both technical and Service-oriented Support Engineer with 10 months background in Digital Payments Support and Services Monitoring. Core competencies include Developing, Proactive, exceptional customer services skills, Level-headed and composed professional as well as excellent communication and time management skills. Also handles tasks with accuracy and efficiency.

Skills

- Data Modelling, Designing and Building Relational Databases
- Managing Oracle on Linux
- Critical Thinking
- Programming
- Complex Problem Solving
- Operations Analysis(Monitoring trends that aid in future Prediction)
- Excellent Oral and Writing skills
- Time Management
- Customer and Personal Service
- Service Orientation

Experience

October 2018

DURIAN PROPERTY CONSULT LTD, Nairobi, Kenya

Position: Digital Marketing and Software Development **Duties**

Performed

- i. Developing and maintaining the company's website (www.durianpropertyconsult.com)

- ii. Performing Digital Marketing for the company
- iii. Sending out bulk emails to clients
- iv. Second level escalation

September 2015 to May 2016

CELLULANT Nairobi, Kenya

Position: SUPPORT ENGINEER

Duties Performed

- i. Monitor functioning of software such as applications, links and databases to ensure system operates in conformance with specifications.
- ii. Confer with data processing or project managers to obtain information on limitations or capabilities for data processing projects.
- iii. Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements, or resolve customer problems.
- iv. Log in calls and do the initial diagnosis upto resolution.
- v. Escalate work to designers, Product Developers, technicians, or other engineering personnel.
- vi. Advise customer about or perform maintenance of software system.
- vii. Data manipulation in the database such as inserting, updating and modifying.

August 2015 to May 2016

CELLULANT GROUP Nairobi, Kenya *Position:* SERVICE DESK ENGINEER
INTERN

Duties Performed

- i. Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- ii. Locate and attach appropriate files to incoming correspondence requiring replies.
- iii. Provide services to customers, such as order placement or account information.

Education

2018 University Of Greenwich BSc (Hons) Computing

July 2016 BTEC HND Computing and Systems Development.

August 2015 Institute of Software Technologies Nairobi, Nairobi
GED Oracle 11g Database administration and 10g developing
(<http://www.isteducation.com/technologies/ist-diploma-course/>)

August 2015 Institute of Software Technologies Nairobi, Nairobi
GED Redhat Linux Administration 1 and 2

December 2014 Institute of Software Technologies Nairobi, Nairobi GED ICDL

Year 2011-2014 Muhoho High School

INTERESTS

Travelling

Playing indoor games such as UNO.
Coding Reading

REFEREES

Macharia T. Mbiyu
Principal Muhoho High School
P.O Box 278 Gatundu

Dawson Kiteto
IST Oracle Trainer
Phone no:0719733859
Email:dkiteto4@gmail.com

Ted Odhiambo
Head Service Management at Cellulant Company ltd.
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