Eliud Njenga

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SKILLS

- ERP Software Installation/Intergration: Sage50, Quickbooks.
- Cloud Platforms: AWS, GCP.
- Scripting Languages: Python, bash.
- Containerization: Docker, Kubernetes.

- CI/CD Tools: Jenkins,GitHub Actions, CircleCI,Github Actions.
- Technical Support: Slack,Zendesk,Help Desk.
- Databases: PostgreSQL, MongoDB,MySQL.
- Operating Systems: Linux,MacOS, Windows

PROFESSIONAL EXPERIENCE

WayaMoney, *Technical Support and DevOps Engineer,* July 2022 – Present   **Remote, EMEA**

- Achieved 98% customer satisfaction rate resolving technical issues with Linux systems, including server virtualization, containerization, and cloud infrastructure while developing comprehensive procedural documentation, enhancing team efficiency by 25%.
- Leveraged knowledge of block, object, and network storage principles to optimize MongoDB and PostgreSQL databases, resulting in a 40% improvement in data management efficiency.
- Uncovered a hidden system bottleneck by analyzing customer support tickets, leading to a targeted optimization that reduced incident resolution time by 30%.
- Deployed and managed MongoDB and PostgreSQL services using Docker containers running on Kubernetes infrastructure on GCP achieving automatic scaling based on demand, improving user experience and reducing costs.
- Developed and managed CI/CD pipelines to host the static frontend of our website on AWS S3. Utilized CodePipeline to detect changes made to the main branch resulting in a 40% reduction in deployment errors.

Kune Foods, *Commercial Operations Specialist*,   November 2021 – June 2022   **Nairobi, Kenya**

- Spearheaded commercial operations projects, implementing technical solutions to increase revenue by 10% monthly and streamline efficiency by 20%.
- Facilitated seamless collaboration between technical and non-technical teams to ensure alignment between business goals and technological capabilities resulting in a 20% improvement in project delivery timelines.
- Leveraged CRM platforms like Apollo and Salesforce to increase customer engagement by 20%, utilizing data analytics for strategic decision-making and sales optimization.

Marina Stores, *Software Operations Specialist*, January 2017 – September 2021   **Nairobi, Kenya**

- Managed the full lifecycle of Sage 50 ERP system, from installation to support, on Windows OS, reducing business debts by 39% through effective system utilization and team training.
- Secured 15% cost savings on average through effective sourcing and negotiation for ICT equipment and software procurement, optimizing budget allocation.
- Implemented performance monitoring practices for our critical ERP system, preemptively addressing memory leaks and network latency issues, resulting in a 15% improvement in overall system efficiency and reduced customer support tickets by 10%.

EDUCATION

University of Nairobi, September 2012 – May 2016   **Nairobi,Kenya**
Bachelor of Science in Actuarial Science.

PROJECTS

- **CloudCraft :** This project demonstrates how to host a static website on AWS using S3 and Route53. It efficiently routes traffic to the S3 bucket and integrates CodePipeline for automated and streamlined deployments, ensuring a seamless hosting experience.
- **RentCom:** RentCom is a rental management system built on MongoDB and deployed using Kubernetes deployed to AWS running on EKS. It streamlines rental collection, property management, and tenant interactions. With dynamic pricing and scalability, RentCo optimizes operations for landlords and property managers.