

ELIUD NGORONGO

KENYAN | 23 00614 | +254721503505
eliudnjenga@gmail.com | [LinkedIn](#) | [Portfolio](#)

SUMMARY

Results-driven Junior Technical Support and DevOps Engineer with a strong foundation in IT support and a passion for streamlining operations through automation. Proven ability to troubleshoot technical issues and provide exceptional customer service, combined with a keen interest in deploying and maintaining cutting-edge DevOps tools. Eager to contribute my skills in system administration, scripting, and continuous integration to optimize efficiency and enhance overall organizational performance.

EDUCATIONAL BACKGROUND

Holberton - ALX – Nairobi, Kenya
Certificate in Software Engineering

May, 2021 – August, 2022

Google Andela Dev Scholarship – Nairobi, Kenya
Certificate in Cloud Engineering

November, 2021 – May, 2022

The University of Nairobi – Nairobi, Kenya
BSc. Actuarial
Science

September, 2012 – May, 2016

PROFESSIONAL WORK EXPERIENCE

DevOps and Technical Support Engineer

July 2022 - Present

WAYA MONEY-Accra, Ghana

- Configure and update new products on MongoDB and PostgreSQL using Table Plus for development and production.
- Design and implement automated SQL scripts to configure the PostgreSQL database by passing multiple values and populate it by looping through all entries reducing the delivery time of all related tasks by 90%.
- Maintain and regularly update Kubernetes clusters on GCP making sure the application never has downtime and ensure that both development and production environments are running on the latest updates.
- Diagnose and resolve escalated technical problems, including server failures, network outages, and software conflicts..
- Received positive customer feedback for consistently providing clear, concise, and helpful technical support by using Help Desk and Jira .
- Collaborated with other team members of the IT department to develop and implement a new network security solution that reduced security incidents by 50%.
- Led the technical support team to effectively execute system updates, patches, and upgrades, thereby improving unparalleled security and application performance.

Commercial Operations Associate

February 2022 - March 2022

KUNE FOODS LAB – Nairobi, Kenya

- Designed strategies for performing business analysis and associate initiatives for increase in profits by a margin of 29%.
- Developed business dashboard on monthly basis and prepare reports for management to highlight growth strategies enhancing efficiency company wide by 42%.

Operations Team Member (part time)

June, 2019 – Present

PEMARCRESS LTD – Nairobi, Kenya

- Optimized internal processes and streamlined business functionality that resulted in a 48% expense decrease by the second year.
- Lead in partnership with Safaricom to introduce Bill Manager for a well-curated rent collection system that led to improved service delivery and quicker rent collection.

Operation Team Lead

January, 2018 – December 2022

MARINA STORES – Nairobi, Kenya

- Installation, implementation, and maintenance of the Sage 50 ERP system and also trained my team to use it. This greatly reduced redundancies as well as grew the customer base. The debt owed to the business was reduced by 39%.
- Responsible for leading the sales, supply, and manufacturing teams with a total of 18 people.

SKILLS

- | | | |
|------------------------|-----------------------|---------------------|
| • Logical Thinking | • Python/Django/Flask | • GCP/AWS |
| • Leadership | • C/Shell scripting | • Technical Support |
| • Commercial Awareness | • SQL | |

INTERESTS

- | | | |
|----------------|--------------|----------|
| • Supply chain | • Leadership | • Gaming |
|----------------|--------------|----------|