ELLY OKOTH OTIENO

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Summary

Customer-focused Software Developer and Customer Care Representative with experience in solving complex product issues across voice, data, and VAS domains. Skilled in frontend development, API integration, networking, and cloud computing, with a proven ability to translate customer challenges into technical improvements. Strong background in agile environments, system troubleshooting, and cross-functional collaboration. Passionate about building scalable Value-Added Services (VAS) in messaging, USSD, voice, and IoT to enhance customer experience.

Skills

- **Software Development:** React, Next.js, Vue.js, JavaScript (ES6+), TypeScript, HTML5, CSS3, Tailwind CSS, ShadCN, SASS, LESS
- **Backend & Databases:** RESTful APIs, MySQL, Oracle (basic), SQL, python
- **Networking & Systems:** TCP/IP, DNS, VPNs, Firewalls, Linux/Unix systems, Cloud (AWS EC2, S3, VPC)
- **Programming & Scripting:** Python, Shell, C++, PHP (basic)
- **DevOps & Agile:** Git, GitHub/GitLab, CI/CD practices, Scrum, Kanban
- **Soft Skills:** Customer-centric mindset, problem-solving, adaptability, teamwork, strong communication

Experience

Safaricom PLC – Customer Care Representative
April 2025 – Present | Nairobi, Kenya

- Provide frontline support across Safaricom's vast product portfolio, including VAS, data, voice, and mobile money services.
- Partner with product and engineering teams to escalate recurring issues, driving improvements in service reliability and user experience.
- Document product-related customer pain points, contributing to knowledge bases and future product enhancements.
- Delivered high customer satisfaction scores by translating technical fixes into simple, actionable guidance for end-users.

Generous Circle – Volunteer
Software Developer | Sept 2024 – March 2025

- Redesigned and optimized the company website using Next.js and Tailwind CSS, improving load speeds and user experience.
- Integrated RESTful APIs and payment gateways, ensuring secure transactions and reliable authentication.

- Built modular UI components and worked with backend developers to deliver new features.
- Conducted performance optimization and code reviews, ensuring scalable, maintainable code.

Safaricom PLC – Internship
Software Developer Intern | Oct 2023 – April 2024 | Nairobi, Kenya

- Developed and integrated UI features for the **Bundles 2.0 Mini App** using React.js, increasing user engagement.
- Optimized API integration for mobile payments, reducing latency by 20%.
- Collaborated in microservices-based backend development and service integration.
- Participated in agile workflows, gaining exposure to VAS solution design and delivery.

Education

AWS re/Start Program | Sept 2024 – Dec 2024

- Cloud computing foundations with AWS (EC2, S3, VPC), Linux administration, and networking (TCP/IP, VLANs, routing protocols).
- Hands-on projects with MySQL, Python, and infrastructure automation.
- Applied cloud security best practices and DevOps principles.

Technical University of Mombasa
BSc. Electrical and Engineering – Control and Instrumentation

- Research project: Applied PLCs and SCADA systems in production processes.
- Programmed a robotic arm using Arduino and C++ as part of coursework.

Referees
Available on request.