Gedion Onsongo

📍 Nairobi   ✉ gediononsongo@gmail.com   📞 +254 723 742 975   🔗 gediononsongo.me   in gedion-onsongo

○ FeverCode

Professional Summary

Dynamic Payment Operations Leader with 2+ years of experience in the iGaming industry, specializing in global payment system integration, fraud prevention, and operational strategy. Proven expertise in optimizing acceptance rates (80% improvement), resolving 98% of failed transactions within SLA, and managing cross-functional teams to enhance payment performance. Strong background in API configuration, compliance, and risk management, with a data-driven approach to improving conversion and cost efficiency. Adept at managing global payment providers, ensuring seamless end-to-end integration, and staying ahead of industry regulations.

Education

Kibo School of Technology   *Oct 2022 – Oct 2024*
Undergraduate Diploma and Higher Diploma in Computer Science
- GPA: 3.7/4.0

Moringa School   *Jan 2022 – July 2022*
Professional Certificate in Software Engineering

KIPS Technical College   *Jan 2017 – Jan 2021*
Diploma in ICT
- Grade: Credit

Experience

Head of Technology   *Nairobi, KE*
Game Guys Group Limited   *April 2023 – Present*
- Led and optimized payment system operations across 6+ African markets (Kenya, Uganda, Zambia, Tanzania, DRC, Ghana), improving acceptance rates by 80% through API configuration, performance monitoring, and provider analysis.
- Spearheaded fraud prevention and risk management strategies, ensuring compliance with industry regulations and mitigating financial risks.
- Led cross-functional teams (developers, QA, operations) to design and deploy an in-house payment settlement web app, accelerating fund processing by 80%.
- Managed end-to-end integration of mobile money platforms (Mpesa, Airtel Money, MTN Mobile Money, TigoPesa, HaloPesa) and aggregators (Intouch, Zynle, Selcom), including documentation, VPN setup, and UAT testing.
- Resolved 98% of failed transactions within SLA, collaborating with telcos/payment providers (FreshPay, AWA Network, Kora Pay) to troubleshoot API discrepancies and system errors.
- Developed an in-house payment web application to streamline fund settlements and enhance the efficiency of payment operations.
- Conducted market research on emerging payment trends (e.g., Mixx by Yas in Tanzania) to drive strategic decision-making and optimize regional payment solutions.
- Established and documented SLAs for payment providers, reducing onboarding timelines by 10 days and improving operational efficiency.

Associate Software Developer   *Nairobi, KE*
GamePawa   *Jan 2023 – April 2023*
- Translated API documentation for 5+ payment providers (e.g., Mpesa, TigoPesa) into technical requirements, ensuring seamless integration with gaming platforms.
- Executed end-to-end API testing and UATs for paybill applications, identifying and resolving 5+ transac-

tional edge cases pre-launch.
- Reduced post-launch payment failures by 30% through proactive transaction monitoring and direct engagement with telco technical teams
- Developed troubleshooting guides for recurring payment failures, improving resolution efficiency across departments.

Technical Support Officer *Nairobi, KE*
Saferider Management System *Dec 2021 – Jan 2022*
- Diagnosed and resolved complex technical issues across software, APIs, and network systems, reducing system downtime by 25%.
- Authored troubleshooting guides for internal teams and partners, standardizing issue resolution processes.

Business Development Administrator (Remote) *Derby, ENG*
UVC Personnel *Sep 2020 – Aug 2021*
- Oversaw day-to-day operations within the organization to ensure efficient and effective business strategies and objectives implementation. Managed administrative functions, streamlined operational processes, and maintained schedules to support organizational goals.

Certifications

- Google IT Support Professional Certificate (Coursera)
- Project Management Professional (Non-Profit Ready)
- Fundamentals of Project Management (Philanthropy University)

Key Skills & Expertise

- Payment Operations & Strategy – Payment System Optimization, Performance Analysis, KPI Monitoring
- Global Payment Systems & Compliance – Mobile Money (Mpesa, Airtel Money, MTN), Aggregators (Intouch, Selcom), Fraud Prevention, KYC, Risk Management
- Technical & API Integration – API Configuration, UAT Execution, Transaction Failure Resolution, VPN Setup
- Cross-functional Leadership – Managing Payment Teams, Stakeholder Collaboration (Product, Engineering)
- Data-driven Decision Making – Competitive Analysis, Market Trend Monitoring, SLA Optimization

Tools & Technologies

Payments APIs Testing & Integration:
- REST
- Postman

Technical Skills:
- API Configuration
- UAT Testing
- SLA Management
- VPN Setup

Analytics & Monitoring:
- Payment Dashboards
- Provider Performance Metrics