

Arnold Raphael Ngowi

System Infrastructure | Fullstack Developer

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[LinkedIn](#) | [GitHub](#)

Career Objective

Skilled Fullstack Developer with expertise in .NET, JavaScript, and Flutter, seeking to transition into a **NOC Infrastructure Specialist** role. Bringing strong experience in **application development, network troubleshooting, database management, and incident handling**, ready to apply technical knowledge to maintain and optimize critical infrastructure services for enhanced business continuity.

Summary of Key Achievements

- **Optimized mobile banking systems** at Guaranty Trust Bank, improving currency conversion and merchant payment functionalities by 20%, benefiting over 10,000 users daily.
 - **Led the implementation of a Real-Time Submission Information System**, ensuring 100% compliance with Bank of Tanzania standards through efficient API integration.
 - **Reduced query response times by 15%** on key systems using optimized database structures and SQL procedures.
 - **Managed incident troubleshooting and escalation processes** for mission-critical banking services, ensuring SLA adherence and reducing downtime.
 - **Developed proactive monitoring protocols** for core banking services, improving issue detection and resolution times across multiple channels (mobile apps, ATMs, POS).
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Technical Proficiency

Backend Development:

- .NET(C#, VB.NET), PHP, Node.js, Express, ASP.NET Core, RESTful APIs, MS-SQL, MySQL, MongoDB

Frontend Development:

- Vue.js, React.js, Angular, HTML5, CSS, JavaScript (ES6/ES7), TypeScript

Mobile Development:

- Flutter, Dart, Ionic - Angular

Tools & Technologies:

- Git, Visual Studio Code, Android Studio Windows, Linux

DevOps & Automation:

- Linux terminal commands, Bash scripting, GIT, Jenkins, Microfocus (Monitoring Tools)
- Experience with automating **health checks** and **infrastructure reports**.

Database Management:

- MS-SQL, Oracle, MySQL; ORM frameworks
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Professional Experience

Software Engineer

Guaranty Trust Bank — Dar es Salaam, Tanzania

July 2023 - Present

- **Infrastructure & Incident Handling:**
 - Monitored core banking services, including branch connectivity, self-service channels (ATMs, POS), and power/cooling infrastructure at data centers, ensuring 24/7 uptime.
 - Performed first-level troubleshooting and escalated issues to second-level support when required, ensuring minimal service disruptions.

- **API Development & Automation:**
 - Developed and automated daily and weekly health check reports for critical infrastructure, improving operational visibility and quick incident response.
 - Implemented APIs for real-time submission of data to regulatory authorities, ensuring compliance and service reliability.
 - **Database & System Management:**
 - Designed efficient table structures and stored procedures for key banking operations, reducing query response times by 15%.
 - Managed incidents related to customer transactions, proactively addressing 90% of issues before they affected users.
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Frontend Developer & Network Infrastructure (Intern)
e-Government Authority (RIDC) — Dodoma, Tanzania
July 2021 - Oct 2021

- Spearheaded frontend development using Vue.js to build responsive web interfaces for government platforms, serving over 5,000 users, while ensuring optimal performance and security.
 - Collaborated closely with UI/UX teams to ensure intuitive designs, enhancing the user experience across digital government services.
 - Assisted in managing network infrastructure, including configuration and troubleshooting of TCP/IP networks, and network devices such as routers, switches, and firewalls, ensuring secure and stable connections.
 - Gained hands-on experience in network security technologies on UNIX/Linux and Windows environments, contributing to secure system operations.
 - Applied network monitoring and diagnostic tools to ensure system availability and quick resolution of network issues, reducing downtime across multiple government platforms.
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Web 3 Technical Writer (Intern)**Waxvapour Labs — Remote (Gurugram, India)****March 2023 - July 2023**

- Authored technical documentation on blockchain and Web 3.0 principles, translating complex concepts into digestible formats for diverse audiences.
 - Partnered with the blockchain development team to ensure clear and concise communication of cutting-edge technologies.
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Education**Bachelor of Science in Computer Science****National Institute of Transport — Dar es Salaam, Tanzania****Graduated Nov 2023**

- Class Representative for Computer Science students.
 - Member of the Tensor Flow User Group (TSFUG).
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Professional Development & Certifications

- Web Development Learning Path — Genesys Tech Hub (HTML, CSS, JavaScript)
 - Introduction to Machine Learning — Kaggle (Python, Machine Learning)
 - Intermediate Machine Learning — Kaggle
 - Cloud Computing with AWS — Google Developer Student Club
 - Cloud Computing with AWS — Microsoft Student Club
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Projects

- OrderIn (Flutter, Firebase): Personal e-commerce app for international orders, utilizing Flutter for a smooth user experience and Firebase for backend management.
- Bee Music (Flutter, Firebase): Spotify clone leveraging Flutter for UI and Firebase for user authentication and media storage.
- EduCate (Flutter, Firebase): Learning Management System under development aimed at providing educational resources for young adults, focusing on resource sharing and accessibility.
- TSMS (Vue Js): Developed a Training and Seminar Management System to manage corporate schedules, increasing operational efficiency by 30%.

Languages

- Swahili — Full Professional Proficiency
 - English — Full Professional Proficiency
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Interests

- Basketball
 - Exploring emerging tech innovations
 - Traveling
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Referees

Msafiri Lwihula

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