JAPHETH EKASSIBA OCHUKU

SOFTWARE DEVELOPER

CONTACT

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SKILLS

- **Programming Skills**: Highly skilled in JavaScript and Java.
- **Web Development Expertise**: Proficient in frontend (HTML, CSS, Angular) and backend (Spring-boot) technologies, creating responsive and user-friendly web applications.
- **No-Code Development**: Competent in leveraging WordPress for effective website creation without coding.
- **Version Control Proficiency**: Experienced in using Git for efficient source code management and teamwork.
- **Project Management Abilities**: Strong organizational skills, adept in Agile and Scrum methodologies for high-quality software delivery.

EDUCATION

Jomo Kenyatta University of Agriculture and Technology.   2017 - 2021
Bachelor's Degree in Actuarial Science

Lenana School,   2013-2016

KCSE , Grade: A-

LANGUAGES

English

Swahili

PROFILE

A results-oriented Software Developer with a solid Actuarial Science background and significant experience in the banking industry. Offers a distinctive combination of technical skills and financial acumen, which is crucial for crafting effective software solutions for the financial sector. Thrives in team settings and is recognized for developing dependable, innovative, and comprehensive software systems. With a strong analytical base, consistently producing impactful outcomes and enhances business operations. Committed to employing agile methodologies and keeping up with the latest technologies, aiming to foster continuous advancement and provide outstanding value in software development endeavors.

WORK EXPERIENCE

Equity Leadership Program Tech Apprentice   2024

E & M Technology House

- Played a crucial role in developing an advanced solutions platform using Java and Angular frameworks, focusing on a seamless and robust user experience. This included an Insurance Management System, Customer Portal, and Agency System.
- Applied industry best practices in software engineering to design and implement scalable and maintainable code, improving the platform's performance and reliability.
- Collaborated closely with cross-functional teams, including designers and backend developers, for cohesive integration and functionality across the system.
- Led the front-end development of the Customer Portal using Angular, significantly enhancing user engagement and interface interactivity.
- Established an agile development environment, participating in daily stand-ups and sprint planning sessions to ensure the timely delivery of project milestones.
- Drafted extensive documentation detailing the platform's features and modules, along with the solutioning and development process

Equity Bank   2022 - 2023

Relationship Officer – Cash Services
- Processed over 150 daily banking transactions, including deposits, withdrawals, and transfers, maintaining 100% accuracy and strict compliance with banking regulations.
- Delivered exceptional customer service, managing approximately 150 customer interactions daily, achieving a 95% customer satisfaction rate.
- Successfully trained and mentored 10 new cashiers, increasing team efficiency.
- Assisted with end-of-day balancing and reconciliation, identifying and correcting discrepancies within 100% accuracy rate.
- Promoted bank products and services, generating 50 new referrals monthly, which contributed to a 15% increase in product cross-sales.
- Actively participated in regular training sessions per year, staying abreast of new banking procedures and compliance requirements.

Relationship Officer – Accounts Opening
- Facilitated the opening of over 240 personal and business accounts monthly, handling more than 60 applications weekly.
- Conducted initial account setups and provided clients with comprehensive information on bank services and digital banking tools, enhancing customer digital engagement by 60%.
- Reviewed and updated client information for 100% of the account portfolio quarterly, ensuring full compliance with KYC and AML regulations.
- Conducted customer due diligence (CDD), Know Your Customer (KYC), and enhanced due diligence (EDD) processes for all new accounts, reducing the risk of fraudulent accounts.
- Resolved customer issues related to account openings within the first contact, maintaining a high level of customer satisfaction and retention.
- Shadowed the Account Opening Supervisor, Digital Banking Champion, and Cards Officer, covering 100% of their responsibilities while they were on leave.