

# ERIC KAHUGIA WAWERU

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## PROFESSIONAL SUMMARY

Technical Support & Systems Reliability Engineer with hands-on experience ensuring high availability, security, and performance of business-critical applications across hybrid infrastructure. Skilled in Level 2/3 incident resolution, change management, disaster recovery, and application integrations supporting financial and enterprise systems. Proven ability in front-end and back-end technologies (React, Java, Spring Boot, MySQL, and MongoDB) and collaborating cross-functionally to meet stringent security and regulatory requirements.

## TECHNICAL SKILLS

- **Application & Infrastructure Support:** L2/L3 Troubleshooting, Incident & Request Management, Change Management, SLA/SLO Management, ITIL practices familiarity
- **Networking & Technical Support:** Troubleshooting & Problem Solving, User Support (Helpdesk), Operating System Support, TCP/IP, Routing & Switching, Hardware Support
- **Programming & Databases:** Java, JavaScript, MySQL, Node.js, Mongo DB, Git, Github, Gitlab, Spring Boot
- **Monitoring & Observability:** Zabbix, Grafana, Loki, Prometheus, PagerDuty, OpenTelemetry
- **Agile Methodologies:** Scrum, Kanban, CI/CD, GitOps, SDLC

## EDUCATION BACKGROUND

### Kisii University

Sep 2019 - Dec 2023

Bachelor of Science, Software Engineering -

I did units that dwelt on applying computer science and engineering principles and practices to the development and maintenance of high quality software.

### Petanns Institute Of Business Studies

May 2019 - Jul 2019

Computer Studies (ICDL)

Coursework: computer essentials, Word processing, Spreadsheets, Presentation, Using Databases, Computer security, introduction to Web Development

### Kagumo High School

Jan 2015 - Dec 2018

Secondary School Education

## PROFESSIONAL EXPERIENCE

### Safaricom PLC

Oct 2024 - Apr 2025

IT Automation & Service Reliability Engineer Intern

Hybrid (Remote work & Safaricom House HQ2)

Worked as an intern with the Service Reliability Engineering team. In my role I delivered on the following:

- Led the renewal and management of production SSL certificates for secure API communication, ensuring uninterrupted service and compliance with security best practices.
- Developed and maintained portals and internal tools using React & Tailwind (Front End) and Spring Boot/Java (Back End) to streamline system management, improve user interfaces, and enhance operational efficiency.
- Performed Linux server patching and applied critical security updates to mitigate vulnerabilities, prevent cyber threats, and maintain version stability across production environments.
- Implemented chaos engineering principles to proactively test system resilience, identify failure points, and improve platform reliability under real-world conditions.
- Ensured adherence to SLAs, SLIs, and SLOs by continuously optimizing system performance and availability to deliver an exceptional user experience

- Conducted real-time monitoring, logging, and performance analysis to detect and resolve system issues before they impacted customers, leveraging tools like Prometheus, Grafana, and the ELK stack for observability
- Undertook comprehensive software documentation for several mission-critical internal applications developed for staff.

### **Kenya Electricity Generating Company PLC**

*IT Attaché*

**Jun 2022 - Aug 2022**

*Hydro Plaza*

I did my industrial attachment at KenGen as required in our program's curriculum. I delivered on the following duties and responsibilities:

- Enhanced network stability by monitoring performance metrics, identifying bottlenecks, and implementing corrective actions.
- Configured and maintained hardware and software, including workstations, SCADA systems, and peripheral devices to support operational efficiency.
- Managed user accounts and access permissions in Active Directory, ensuring a secure and organized IT environment.
- Provided technical support across the organization, swiftly resolving software and system issues to boost user satisfaction.
- Eliminated security threats, including malware and ransomware, through proactive system scans and remediation.
- Maintained software licenses and ensured timely application of updates to keep systems compliant and up to date.

### **CERTIFICATIONS**

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- IBM Introduction to Agile Development and Scrum (with Honors)
- IBM Full Stack Software Developer Specialization
- ITIL® 4 Foundation certification
- Product School Product Management certifications.