

CURRICULUM VITAE

Edwin Munene Wacerah

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Key Experience

I am a Big Data Cloud Support Engineer II for Amazon Web Services based in Nairobi. I am tasked with offering leading expert solutions and technical guidance to our customers including hiring and developing the best engineers to serve our customers.

I am also a member of the International Institute of Business Analysis (IIBA)

I'm a results-driven Data professional, a structured and analytical thinker, a client-focused performer who is committed to excellence in every task, from personal interaction with co-workers and users to high level of service provided to the organisation/customers and thrives on challenges.

Abilities

My abilities include the following:

- Working effectively in a fast-paced environment using modern IT tools, methodologies and best practises.
- Understanding the strategic "big picture" and role of Business Intelligence in supporting achievement of organisational strategy or transformation desired
- Working effectively in a multi-sectoral and multi-cultural teams
- Proven ability to discharge my work professionally and in a culturally sensitive manner.
- Dealing with difficult and sensitive issues requiring tact yet in a firm and decisive way.
- Fast learner with an open mind.
- Communicating clearly both in writing and verbally, using the English language.
- **Software/Databases**– Oracle Database, PostgreSQL, ETL-ODI 11g and 12c, OBIEE 11G AND 12C, PowerBI, NiFi, QlikSense, Unix, Informatica, AWS Glue, S3, VPC, Athena, Lake formation, Quicksight, RDS, EC2.
- **Programming Language** – SQL and learning Python

Membership

I am member of the International Institute of Business Analysis(IIBA)

Work Experience – an overview.

Feb 2023 to date – Amazon Web Services (AWS)

Big Data Cloud Support Engineer II – Responsibilities

- First and foremost, this is a customer support role – in The Cloud.
- On a typical day, a Support Engineer will be primarily responsible for solving customer's cases through a variety of customer contact channels which include telephone, email, and web/live chat. I apply advanced troubleshooting techniques to provide tailored solutions for our customers and drive customer interactions by thoughtfully working with customers to dive deep into the root cause of an issue.
- Apart from working on a broad spectrum of technical issues, an AWS Support Engineer may also coach/mentor new hires, develop & present training, partner with development teams on complex issues or contact deflection initiatives, participate in new hiring, write tools/script to help the team, or work with leadership on process improvement and strategic initiatives.

Jun 2020 to Feb 2023 – Safaricom PLC

Senior Data Engineer – Responsibilities

- Coding of all ETL and analytics processes used within the BI & Analytics systems;
- Development of reliable data ingestion and preparation processes;
- Planning and delivery of highly scalable distributed big data systems, using different open-source technologies including but not limited to Hadoop;
- Design and development of front-end tier(s), middle tier(s), and /or back-end database tier(s) for business applications. Capturing of business applications information needs and mapping of the same to the software and /or database components;
- Performs data modelling to analyse and specify data structures within an application system;
- Perform the necessary technical design and development functionality to ensure that reporting needs can be effectively developed and implemented.
- Research and provide input on design approach, performance and base functionality improvements for various procedures and applications;
- Generation of ideas to improve efficiency in software and application services offered to the business, and/or generate revenue for business;
- Participation and membership in various technical fora for the purpose of increasing the collective knowledge base of the team;

Jan 2019 to Jun 2020 – Equity Group Holdings Limited

BI/ ETL Developer - Responsibilities

- Designing and architecting data warehouse in meeting business user's needs.
- Writing relational and multidimensional database queries
- Configuring, deploying and maintaining ETLs
- Carrying out BI development activities including repository development, report development and publishing.
- Performing data analysis in line with the analytical capabilities being generated and developed

- Managing and maintaining analytical packaged solutions
- Supporting implemented BI solutions by: monitoring and tuning queries and data loads, addressing user questions concerning data integrity, monitoring performance and communicating functional and technical issues.
- Managing scheduled jobs data processing for ongoing success — troubleshoot and rectify any production related issues

October 2018 to Jan 2019 – TransSys Solutions.

Software Engineer - Responsibilities

Responsible for the gathering of business requirements and documentation, data modelling, data loading using ODI, creating meta data using RPD, developing analysis and Dashboard reports, training client developers on OBIEE, conducting UAT, communicating with offshore team and offering support to clients after go-live (remotely and on-site), representing the delivery country manager in high level client meetings and training internal team (including Trainees) on BI and ETL

February 2017 to September 2018 – TransSys Solutions.

Business Intelligence and DWH Consultant- Responsibilities

Responsible for the gathering of business requirements and documentation, data modelling, data loading, creating RPD, developing analysis and Dashboard reports, training client developers on OBIEE, conducting UAT, communicating with offshore team and offering support to clients after go-live (remotely).

I have been involved in OBIEE implementation and support at a Kenyan Bank, a state in Nigeria and an Airline based in Kenya. Currently I'm working on implementation of OBIEE in a Kenyan Regulatory Agency.

June 2015 – September 2015: The Grass Company (Market Research Firm).

Research and Insights Intern- Responsibilities

I was responsible for Gathering insights during sessions with consumers on various commercial products for Safaricom, analysing the data and writing a report based on the analysis done.

Education & Training

Education

Masters of Information Systems (On going) – United States International University

Bachelor of Science, Mathematics – The University of Nairobi

High School - KCSE – Thika High School

Oracle Hub

Business analytics and Data management workshop

Autonomous Data Warehouse including labs workshop

Oracle Analytics Cloud 2018 Pre Sales Specialist

Microsoft Hub

Workshop Plus – Data AI: Business Analytics with PowerBI

Hobbies

I enjoy cycling, ice skating, travelling and exploration, hiking and photography.

Volunteer Work

- Member of Safaricom Dockyard involved at spearheading innovation through organizing hackathons and also being a hackathon mentor for both Safaricom internal hackathon and partners e.g. Central Bank of Kenya, Vodacom.
- Member of the Kamiti YCTC committee in charge of Publicity and marketing at Mamlaka Hill Chapel. Kamiti Youth Correction and Training Centre (YCTC) is a Centre for young boys who have been convicted for various crimes or being held in remand as they await the verdict of their cases by the Kenyan Courts. Our purpose is to try rehabilitating them and walk with the boys whom we feel are promising in terms of behavioural change and are willing to improve their life.
- Man Enough Program as a facilitator. It's a program that helps empower men to take up their roles in the family and society. Most homes have absentee fathers. It encourages them to be responsible, diligent, trustworthy and uphold integrity at every aspect of their life.
- Shah E.N.T medical clinic as a clerk

References

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