

Cynthia Mumbua Muinde

Phone: +254704207486

Email: cynmumbua@gmail.com

Github: <https://github.com/cynmumbua>

LinkedIn: <https://www.linkedin.com/in/cynthia-muinde/>

Skills

- **Application Monitoring and Troubleshooting**

Monitoring Tools: Proficiency in using monitoring tools and platforms like **Dynatrace, Zabbix, ELK or Grafana** to track application performance, availability, and health.

Issue Diagnosis: Skills in diagnosing and resolving application issues, including debugging errors, analyzing logs, and identifying root causes.

- **Systems and Infrastructure.**

Familiarity with various operating systems, such as **Linux/Unix and Windows**, including system administration and command-line operations.

- **Database Management.**

Database Administration: Intermediate to expert knowledge of relational databases (e.g., **MySQL, PostgreSQL, Oracle**) and NoSQL databases (e.g., **MongoDB**).

- I have a solid understanding of the manipulation of relational databases like MySQL and PostgreSQL in the storage of data in an API setup.

SQL Queries: Proficiency in writing and optimizing SQL queries for database interactions and performance tuning.

- **Networking and Security**

Networking Basics: Understanding of networking concepts such as DNS, HTTP/HTTPS, firewalls, and load balancers.

Security Practices: Experience with security best practices, including securing applications, managing access controls, and implementing SSL/TLS certificates.

- **Application Frameworks and Languages**

Programming Languages: A good understanding of JavaScript (ES6) and the creation of RESTful APIs using the NodeJS runtime environment with Express.

- An understanding of test-driven development that allows for the comprehensive test coverage and thinking through the requirements before writing functional code.

- I have a solid understanding of Object-Oriented Programming which allows for less development and maintenance costs, allows for code extensibility, and removes code redundancy. I have applied OOP concepts when working with Java and JavaScript.

- I have a good grasp of front-end development languages like HTML, CSS, Vue.js in the

creation of visually-appealing web pages.

Application Frameworks: Knowledge of application frameworks and technologies used in the development and operation of the applications, such as Spring, and Node.js.

- **Incident Management**

Incident Response: Experience with incident management processes, including escalation procedures, communication with stakeholders, and post-incident analysis.

Support Ticketing: Familiarity with support ticketing systems for tracking and managing application issues and requests.

- **Documentation and Knowledge Sharing**

Technical Documentation: Ability to create and maintain documentation for application configurations, troubleshooting guides, and standard operating procedures.

Knowledge Sharing: Experience in sharing knowledge with team members and contributing to knowledge bases or internal wikis.

- **Ability to work as team**

Ability to work effectively as part of a cross-functional team, including collaborating with developers, QA engineers, and business analysts to address complex issues and implement solutions.

- **Agile**

I understand agile methodology following frameworks like Scrum, which advocates for adaptive programming within a team. The application of scrum has helped me be more accountable, improve my team skills, and increase my understanding of the need to work in a team. I have applied the agile methodology in the brainstorming phase before starting a project, having standups with the team to evaluate project progress and presenting modular completions to product owners and effecting feedback given.

PROJECTS

Implementation of FreeMentors API; which is meant to link users to mentors, and allows users and mentors to manage their sessions.

Project link: <https://github.com/cynmumbua/Free-Mentors>

The system allows;

- Users to create an account to give them access to mentors in different fields to gain expert advice from them
- Users can book sessions with given mentors of their choice, manage their sessions, give reviews of sessions they had, and rate the mentors.
- Mentors to view all created sessions and accept or reject the requested sessions
- Admins to upgrade users to mentors and delete inappropriate session reviews.

The technologies used are;

- NodeJS and Express.
- HTML, CSS and JavaScript.

- Mocha and Chai for test-driven development.
- TravisCI and Coveralls for continuous integration.
- PostgreSQL for database.

Weather app: it is a web application that allows a user to get the weather condition of their current location using the Dark Sky API.

Project link: https://github.com/cynmumbua/weather_app/tree/ft-api

The application allows:

- Users can view the current weather at their location.
- Users can view the week's weather conditions. The technologies used are;
- JavaScript, HTML, CSS

PROFESSIONAL EXPERIENCE

Financial Services Engineer - Safaricom PLC (Apr 2022 - To date)

- Regularly monitoring (Grafana, Dynatrace, ELK) the performance and availability of critical financial applications such as MPESA and other services that integrate with it to ensure they are operating efficiently and meeting service level agreements (SLAs).
- Implementation and management of payment gateway solutions for C2B, B2C, and B2B transactions.
- Providing support and managing applications in production environments hosted onTibco, Spring Boot, Openshift and HCSO.
- Technical expertise and operational support for lending and scoring platforms, including: Fuliza,Hustler fund, Device finance.
- Promptly identifying and resolving any issues or incidents that arise with the applications, including troubleshooting technical problems, analyzing logs, and coordinating with development teams if necessary.
- Managing the entire incident lifecycle, from initial detection to resolution, including incident prioritization, escalation, and communication with stakeholders.
- Participating in the planning and implementation of changes to the applications, ensuring that all changes are thoroughly tested and properly documented to minimize the risk of disruptions to business operations.
- Maintaining comprehensive documentation (Atlassian and internal wikis) for the supported applications, including installation guides, troubleshooting procedures, and knowledge base articles to assist both internal teams and end users.
- Collaborating with development teams to optimize the performance of applications, identify bottlenecks, and implement improvements to enhance scalability and efficiency.
- Ensuring that the applications adhere to all relevant security standards and regulations, including implementing necessary security patches and updates to protect sensitive financial data.

- Providing technical support and assistance to end users, including responding to inquiries, troubleshooting issues, and offering guidance on how to use the applications effectively.
- Proactively identifying opportunities for process improvements and automation(UIPath) to streamline support tasks and enhance overall system reliability.
- Being available for on-call support during off-hours or weekends to address any critical issues that may arise outside of regular business hours and minimize downtime for the organization.

Technical Support – Influx (August 2021 – Apr 2022)

- Providing technical support to customers using different WordPress themes, plugins, and Whatsapp API products.
- Respond to customer technical queries in a timely and accurate manner, email using Zendesk/Ticksy/Help Scout or chat.
- Tracking and logging support tickets to the correct groups.
- Escalation of tickets from support level 1 to support level 2, and further escalation of any unresolved tickets to the product developer.
- Identify customer needs and help customers use specific features of WordPress themes and plugins.
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers.
- Monitor customer complaints on social media and reach out to provide technical assistance.
- Share feature requests and effective workarounds with team members.
- Inform customers about new features and functionalities.
- Follow up with customers to ensure their technical issues are resolved.
- Gather customer feedback and share it with our Product, Sales, and Marketing teams.
- Work in shifts to ensure that all tickets raised are responded to in good time.
- Assist in training junior Customer Support Representatives.

Customer Support – Chatdesk (December 2020 – To date Part-Time)

- Providing customer support to customers of different companies includes but is not limited to product knowledge, pricing, and general information about the company. Proofreading through responses sent out by experts and sending feedback to the experts.
- Meeting customer expectations and providing customers with satisfactory experiences.

- Respond to customer queries in a timely and accurate way, via chat on social media platforms using the Chatdesk CRM.
- Identify customer needs and help customers use specific features.
- Update our internal databases with information about recurrent issues and useful discussions with customers.
- Monitor customer complaints on social media and reach out to provide assistance.
- Gather customer feedback and share it with our Product, Sales, and Marketing teams.
- Assist in training junior Customer Support Representatives.

IT Support – Modern Coast (May 2019 – November 2019)

- Providing IT-related support and based on a review of IT status, needs, and management in the office, draft information management plans, including automation, digitization, and telecommunication.
- Coordinate the support for the technical operation of organizational IT applications and systems including but not limited to modern coast online systems (TMS, email, SAP) and MS Office, desktop OS, server OS, and mobile/remote users.
- Coordinate the introduction and technical operation of organizational IT systems and applications
- Installation of new versions of the systems and troubleshooting ad-hoc user problems.
- Management of the office multi-user IT network, as well as data and telecommunication facilities
- Acquisition planning of specific IT hardware and software, and its introduction into the office, including its maintenance.
- Organization of IT training and support for IT users.
- Implementation of IT policies, maintenance of network and modern systems, and implementation of new systems in offices.
- Maintenance of the IT infrastructure systems including wan applications per global and country standards.

IT Support Intern – PLAN International (August 2018 – April 2019)

- Assisting in providing IT-related support, and based on a review of its status, needs, and management in the office, draft information management plans, including automation, digitization, and telecommunication.
- Assisting in coordinating the support for the technical operation of organizational IT applications and systems including but not limited to PLAN's online systems (SAP, global

HRIS, local HRIS, and ChildData), PLAN's online services (planet, email(outlook), and business online) MS Office, desktop OS, server OS, and mobile/remote users.

- Assisting in coordinating the introduction and technical operation of the organizational IT systems and applications.
- Assisting in the installation of new versions of the systems and troubleshooting ad-hoc user problems.
- Assisting in the management of the office multi-user network, as well as data and telecommunication facilities.
- Assisting in the acquisition planning of specific IT hardware and software, and its introduction into the office, including its maintenance.
- Assisting in the organization of IT training and support for IT users.
- Assisting the implementation of IT policies, maintenance of network and plan's systems, and assisting in the implementation of new systems in offices.
- Assisting with the maintenance of the IT infrastructure systems including wan applications per global and country standards.

EDUCATION

Jomo Kenyatta University of Agriculture and Technology (2013 — 2017)

Bachelor's Degree in Mathematics and Computer Science. Was awarded Second Class Honors (Lower Division)

Mwaani Girls' High School (2009-2012) Secondary School Certificate- Achieved a B+

CERTIFICATE

Certified Meraki Network Operator (November 2018)

Android developer (Aug 2018)

Andela Kigali Bootcamp (2nd-13th September 2019)

REFEREES

Deborah Cherop

MPESA Engineer

Safaricom PLC

dcherop@safaricom.co.ke

+254705654877

Daniel Mboya

IT Manager

Modern Coast
+254720876029
dan@modern.co.ke