F | O

FRED OSEGE

SOFTWARE ENGINEER - INFRAOPS

Nairobi, Kenya, 00100 | +254729007796 | ojjfred@gmail.com

ABOUT ME

Backend | Devops
Passionate about telecommunications, innovation, and entrepreneurship, with expertise in developing and optimizing scalable systems and solutions.

EDUCATION

POSTGRADUATE STUDIES
MEST Africa / Accra / 2024
- Specialized in Software Development
- Trained in Software Business Development

SOFTWARE ENGINEERING
ALX Africa / Nairobi / 2023
- Data Structures, C, and Python Programming
- Technical Communication & Documentation

BACHELOR'S DEGREE
Kenyatta University / Nairobi / 2018
- Specialized in Technology, Instruction, and Governance.

SELECTED COURSES & CERTIFICATIONS

- Software Development Life Cycle (SDLC)
- DevOps Foundations: Continuous Delivery/Continuous Integration
- AWS: Deployment, Provisioning, and Automation
- Enterprise Design Thinking Practitioner
- IT Service Management Foundations (Multiple Courses)
- Cisco Networking (Multiple Courses)

SKILLS

Python & C Programming

Software Development

AngularJS, NextJS & Flutter

AWS, Jenkins, ELK & Docker

LLMs, Gen AI

IT Service Management

LAN, WAN and RAN

Technical research

Critical Thinking

Market research

Collaboration

LINKS

Linkedin:
www.linkedin.com/in/fred-osege-bb3645163

Github:
https://github.com/Surfskills

Portfolio:
https://fred-iota.vercel.app

LANGUAGES

- English
- Kiswahili

WORK EXPERIENCE

Tooma Technologies LTD
Jun 2024 - Nov 2024
Nairobi

SOFTWARE ENGINEER

- Architected and developed Tooma, a platform that enabled content creators to sell digital products and process international payments.
- Integrated AWS S3 for storage and Paystack for payment processing, ensuring reliable and scalable operations.
- Wrote clean, efficient, and well-documented code, adhering to best practices.
- Developed and maintained scalable software applications using modern programming languages.
- Collaborated with cross-functional teams to design and implement new features.
- Debugged and resolved complex software issues in a timely manner.
- Integrated third-party APIs and services into existing software systems

Safaricom PLC
Sep 2022 - Jun 2023
Nairobi

TECHNOLOGY INTERN

- Maintained 99.8% uptime for critical systems including IT Support and RAN
- Managed 700+ monthly incidents with 95% SLA adherence
- Supported automated RCA form integration for improved efficiency
- Streamlined incident categorization, prioritization, and logging
- Ensured timely follow-ups and Root Cause Analyses

Surfskills Analytics Agency
Feb 2020 - Apr 2022
Nairobi

IT SUPPORT

- Provided comprehensive technical support, completing 15+ computer and mobile system repairs and software installations monthly
- Served a customer base spanning a wide area near Kiriri Women's University of Science & Technology, delivering technical services to over 200 clients monthly
- Led consultations on academic and research coaching, assisting over 20 customers with research methodologies and academic tools
- Facilitated 10+ E-Citizen service applications weekly, improving accessibility to government services

PROJECTS

May 2024 - Nov 2024
Nairobi

TOOMA APPLICATION

Problem Identified:
Over 200 million content creators and 5.17 billion social media users globally struggle to monetize digital products and receive international payments due to limited affordable and reliable solutions.
Proposed Solution:
Tooma: A scalable application enabling content creators to seamlessly sell digital products and collect international payments. Key features:

- **Blockchain Integration**: Implemented USDC-to-fiat conversion on the Stellar platform via KotaniPay API for fast, secure cross-border transactions.
- **Infrastructure**: Used AWS S3 for secure storage and Paystack for scalable, reliable payment processing.

Impact:
- Onboarded 27 content creators during the early phase, validating demand.
- Secured $5,500 funding from the Stellar Foundation to expand blockchain development using Soroban and XML protocol, highlighting Tooma's potential to solve global monetization challenges.

Jan 2024 - Apr 2024
Accra

PODILY APPLICATION, MEST AFRICA

Problem Identified:
Tech entrepreneurs in Kenya, Ghana, and Nigeria face anxiety during networking pitches due to inadequate preparation and limited experience, hindering their ability to communicate effectively and secure opportunities.
Proposed Solution:
Podily: A public speaking web app designed to boost entrepreneurs' confidence during networking pitches through:

- **Personalized Practice**: Guided sessions for recording and refining pitches.
- **Real-Time Feedback**: AI-driven analysis of tone, pacing, and clarity with instant improvement suggestions.

Impact:
- Engaged 49 software and business enthusiasts, with 15 actively practicing for capstone 2 pitches at the MEST Africa campus.
- Improved users' confidence and pitch quality, enhancing their performance during networking and investment opportunities.

Aug 2022 - Dec 2022
Nairobi

INCIDENT MANAGEMENT PORTAL, SAFARICOM PLC

Opportunity for Improvement:
The incident management process required modernization to align with digital transformation goals. Outdated service owner information and limited Root Cause Analysis (RCA) integration presented opportunities to enhance efficiency, automation, and user experience.
Proposed Solution:

- **Portal Optimization**: Supported efforts to update and streamline the portal, ensuring accurate service owner data to support improved incident management.
- **RCA Integration**: Contributed to the development and integration of an RCA feature into the Incident Management portal, advancing automation and usability.

Impact:
- Streamlined incident management by leveraging accurate service owner data, reducing resolution time and enhancing operational efficiency.
- Improved portal automation and user experience, supporting the organization's digital transformation initiatives.

END

REFERENCES ARE AVAILABLE UPON REQUEST

Thank you for your time and consideration.

"The only way to do great work is to love what you do." – Steve Jobs