

REUBEN MIANO NJOGU

Personal Details

Nationality	Kenyan
Languages (Proficient)	English, Swahili
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Career Objectives.

- ❖ To be an astute learner who's among the best performers in an organisation through hard work, consulting, perseverance and research.
- ❖ A motivated individual with in-depth knowledge of languages and development tools, seeking a position in a growth-oriented company where I can use my skills to the advantage of the company while having the scope to develop my own skills.
- ❖ Searching for a challenging position as a software engineer to utilise my tech and design skills for software program development, testing and quality management.
- ❖ Analytical-minded and creative team player with a strong background in designing, planning, maintenance of software programs, and business analytics. To hone my technical skills and expertise along with designing creative software and products as per the clients' needs and enhance the reputation of your organisation.
- ❖ An individual with a keen interest in Software programs, possessing good interpersonal and analytical skills, who wishes to use technical knowledge catering to the needs of the company. I wish to work with a diverse group of people and see myself heading a group of people over a 1-year duration in the company.
- ❖ An individual with a keen interest in Software programs, possessing good interpersonal and analytical skills, who wishes to use technical knowledge catering to the needs of the company. I wish to work with a diverse group of people.
- ❖ To build an innovative career in a tech organisation through my skills, experience and my other significant talents.

Key Professional Areas.

- Networking with Cisco Switches and Servers.
- Database Management with Oracle, MySQL, firebase, postgresSQL, etc.
- Data Science with Python & Ruby.
- Software and Hardware troubleshooting.
- Cyber Security and Penetration testing.
- Business Analysis.
- Website Development (Python – Django, JavaScript, PHP, HTML/CSS, Node JS) Software Development (Python, JavaScript, PHP, Node JS) Mobile App Development (Kotlin, Java, Vue JS, React JS, Flutter, Flask)
- Search Engine Optimization (SEO) and Google ads on Google Adsense.
- Program Writing/coding with Python & JavaScript.
- Structured Programming with C++, C#.

- Network Programming with Python.
- Front desk and customer care services.
- Data entry
- Shop attendant services
- Counter sales and marketing
- Analysing data and report writing.
- Stock controlling.
- Reporting, research and data analyses.
- Handling of Claims and prompt follow up. Underwriting: - preparation of risk notes, policy renewals, endorsements, premium calculations and quotations. Learned some accounting basics with Quick-books.
- Renaming and allocation of Insurance Policy documents and files.

Competencies.

- Good communication skills
- Team player and result oriented.
- Excellent problem solving skills
- Self-motivated, energetic and dynamic.
- Customer management experience.
- Ability to work with little supervision, in diverse conditions and cultures.
- 40 WPM typing speed
- Planning and organisational skills
- JIRA & Slack Competent
- Structured & Object Oriented programming skills
- Logical Thinking & Problem solving.

Work experience

1. Smash Digital Media

(Dec 2021 - To date)

Role: Website Developer (Fullstack)

Duties and responsibilities:

- Consistently create well-designed, tested code using best practices for website development, including mobile and responsive site design.
- Create websites and user interfaces, using standard HTML/CSS practices, while incorporating data from back-end databases and services.
- Create and maintain workflows with teams to provide visibility and to ensure workload balance for consistent visual designs.
- Develop or validate testing schedules, addressing all browsers and devices to ensure various computers can access content.
- Maintain updated knowledge of new and emerging industry trends and technology.
- Meet regularly with business stakeholders and management to understand and refine business and functional requirements and determine project scopes and specifications.
- Develop and maintain strategic operational systems, tools, and processes, including participation in tactical and strategic development projects.
- Ensure software stability via regression, support quality assurance, and perform unit and user-acceptance testing to identify bugs and ensure production operations run successfully.

- Work quickly and carefully to complete small edits requested by customers, develop plans for completing larger projects, collaborate with colleagues, and suggest new solutions to improve existing websites.
- Perform UI designs and coding, creating reusable objects and templates, wireframes for web pages and email templates; manage maintenance, updates, expansions, and scaling of each design.
- Perform regular file backups to local directories for recovery.

2. **Powerlite Bkew Africa Ltd**

(Jan 2021 - June 2021)

Role: Business Analyst

Duties and responsibilities:

- Gathering critical information from meetings with various stakeholders and producing useful reports.
- Working closely with clients, technicians, and managerial staff.
- Providing leadership, training, coaching, and guidance to junior staff.
- Allocating resources and maintaining cost efficiency.
- Ensuring solutions meet business needs and requirements.
- Performing user acceptance testing.
- Managing projects, developing project plans, and monitoring performance.
- Updating, implementing, and maintaining procedures.
- Prioritising initiatives based on business needs and requirements.
- Serving as a liaison between stakeholders and users.
- Managing competing resources and priorities.
- Monitoring deliverables and ensuring timely completion of projects.
- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Leading ongoing reviews of business processes and developing optimization strategies.
- Staying up-to-date on the latest process and IT advancements to automate and modernise systems.
- Conducting meetings and presentations to share ideas and findings.
- Performing requirements analysis.
- Documenting and communicating the results of my efforts.
- Effectively communicating my insights and plans to cross-functional team members and management

3. **UxCraft Ltd**

(Sept 2019 - January 2021)

Role: Software Developer

Duties and responsibilities:

- Website Development with Python - Django, JavaScript, PHP, HTML5, CSS3, bootstrap, etc.
- SEO Optimization and keywords prediction
- Mobile App Development.
- Software Development with Python, C++, PHP and Java.

- Database Structure with MySQL, Firebase, MongoDB, Maria DB, PostgreSQL.
- Endpoints, Functions & API's Creation and Consumption
- Back-end integrations.
- Mpesa – Daraja API integration.
- Graphic Designs.
- Running ads on Google AdSense
- Bulk SMS integration.
- Implement security and data protection solutions.
- Improve functionality of existing systems.
- Test and debug programs.
- Coordinate with internal teams to understand user requirements and provide technical solutions.

4. **Hill-Stone Insurance Broker Ltd**

(April 2017 – July 2019)

Role: IT Support Staff & Claim/Underwriting clerk

Duties and responsibilities:

IT Support

- Keep computer systems running smoothly and ensure users get the maximum benefit from them.
- Install and configure computer hardware operating systems and applications.
- Monitor and maintain computer systems and networks.
- Take staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Replace parts as required.
- Provide support, including procedural documentation and relevant reports.
- Follow diagrams and written instructions to repair a fault or set up a system.
- Support the roll-out of new applications.
- Set up new users' accounts and profiles and deal with password issues.
- Respond within agreed time limits to call-outs.
- Prioritise and manage many open cases at one time.
- Rapidly establish a good working relationship with customers and other professionals, such as software developers.
- Test and evaluate new technology.
- Conduct electrical safety checks on computer equipment.
- Database Management with MySQL & MS Access.
- Company Website development and maintenance.
- Developed an Insurance Management System with PHP Vanilla, Javascript, MySQL, HTML and CSS.
- Integrated the system with Safaricom's Daraja API for payment Method.

Underwriting

- Renaming and allocation of Insurance Policy documents and files.

- Collect appropriate and accurate information required to assess potential clients and decide on the acceptable risk for a policy.
- Review policy applications based on the previous loss records, age, medical report, credit ratings and driving records.
- Prepare reports that detail risk assessment findings that contribute to the final decision.
- Compare various policies having similar risk undertaking and conduct actuarial studies to decide on the company's loss records.
- Evaluate policies with regards to the company's underwriting standards.
- Make a decision to accept, modify or reject an insurance application after scrutiny of all the required documents and studies regarding the risk involved.
- Analyse statistical data using specialised computer programs.
- Write quotes, determine premiums and coverage, and negotiate terms with brokers and clients.
- Carefully select the wording of policies, and prepare the terms and conditions.
- Handle queries from credit control departments, brokers and clients.

Claims

- Provide advice on making a claim and the processes involved.
- Process new insurance claims notifications.
- Collect accurate information and documents to proceed with a claim.
- Analyse a claim made by a policymaker to establish whether it satisfies the policy conditions.
- Guide policyholders on how to proceed with the claim.
- Identify reasons why full payment may not be made.
- Explain to policyholders when their claim is not covered
- Contact tradespeople from a network of approved professionals and arrange for them to make repairs on the policyholder's property.
- Monitor the progress of a claim.
- Investigate potentially fraudulent claims.
- Liaise with solicitors, as well as other legal and claims professionals, and negotiate the terms of a claim.
- Prepare an initial estimate of costs and then closely monitor and keep a record of costs.
- Get advice from external specialists, such as loss adjusters and forensic accountants, on complex cases.
- Ensure fair settlement of a valid claim.
- Ensure the customer is treated fairly and that the customer receives excellent service in accordance with industry and company guidelines.
- Handle any complaints associated with a claim.
- Manage all administration aspects of the claim.
- Adhere to legal requirements, industry regulations and customer quality standards set by the company.

5. Bulls Electricals & Electronics

(Feb 2016 – March 2017)

Role: Customer Care/ Shop Attendant / Sales

Duties and responsibilities:

- Customer Care. (Receiving calls and general customers' complaints and compliments)
- Shop attending and after sale services- Testing and packing customers' items after sale.
- Handling stock movements.

- Data clerk- Posting data into the system for stock referencing and back-up.
- Marketing products to new customers across the country.
- Counter sales – Selling electrical products to new and existing customers over the counter.
- Stock controlling/Auditing.
- Raising credit-notes for returned goods.

6. Nexgen Technologies Ltd

(Jan 2015 – Jan 2016)

Role: IT Support/Customer Care/ Shop Attendant / Sales

Duties and responsibilities:

- Customer Care services
- Sales promotions
- Data entry
- Merchandising
- Networking/Switch configurations
- IT Consultancy and troubleshooting.

Education.

Institution	Course Details	Qualifications
University of Nairobi	Bsc. Computer Science (2020)	2nd Class Honours

Other Qualifications:

- ❖ Certificate in Fundamentals of Digital Marketing with Google - Digital Skills for Africa (Jan 2022)
- ❖ Certificate in Introduction to Future of AI with Sama School (May 2021)
- ❖ Certificate in Communications Clearly with Sama School (May 2021)
- ❖ Certificate in Business Analysis with Udacity Academy (Jan 2021)
- ❖ Certificate of Appreciation with Kenya Scouts Association (Oct 2013)
- ❖ Certificate of Merit with Ministry of Education for Buuri District Kenya Science & Engineering Fair (March 2013)

Leadership Roles

Board Member/Director:	Powerlite BKEW Africa Ltd (2018 - to date)
Secretary:	Living Afrika Youth Group (Sep 2021 - to date)
School Head boy:	MCK Kirimba Academy (2010)

Professional Achievements:

- ✓ Removed bugs from the CRM software for Hill-Stone Insurance Broker Ltd, making it 50% more efficient than before.
- ✓ Successfully modified numerous software applications that increased user-friendliness by 20%.
- ✓ Introduced a solid database and GUI to identify user needs with 95% accuracy.
- ✓ Identified areas for modification and improvements within a short span of time.
- ✓ Led development of KothBiro App. Wrote 80% of the code, and reviewed the rest. Achieved excellent system stability.
- ✓ Refactored the software structure for an online chat service, reducing overhead costs by KES 35000 per month.
- ✓ Created an automated code pipeline, hence, increased allowance to move to a continuous delivery model.
- ✓ Developed a business intelligence dashboard that gave the front desk real-time visibility into inventory and procurement.
- ✓ Created a data analysis pipeline that increased program efficiency.
- ✓ Developed and implemented novel software tools. Increased automation and efficiency levels by 35%.
- ✓ Redesigned the company's web-based application, providing information technology support throughout the tenure.
- ✓ Awarded Employee of the Month 3 times in a row, owing to exceptional software designing and support to all departments.
- ✓ Trained 50+ individuals in handling software development cycles, as part of their induction processes.
- ✓ Suggested advancement of security and confidentiality of data through the implementation of key processes and protocols.
- ✓ Single Handedly designed and developed a processing platform, which resulted in improved general performance.
- ✓ Chosen as the only employee to represent the company at the Annual Software Engineers' Forum 2020.

- ✓ Planned high-end software, thereby, improved the overall efficiency of company processes by 25%.
- ✓ Awarded **Best Male Employee** of the Month, 5 times in 2018/2019 years.
- ✓ Met personal sales targets of Kshs. 4Million per month while working as a salesperson in 2015/2016.
- ✓ Saved the company profoundly in losses by identifying and reporting a range of fake items delivered by new suppliers.
- ✓ Reorganised the product stocking system which resulted in a 30% decrease in actual shelf stocking time.

Co-curricular Achievements:

- ✓ Player of the year (Soccer) – 2018
- ✓ Awarded Certificate of merit in participation of Kenya Science & Engineering Fair for attaining 3rd position in Computer project – 2013
- ✓ Awarded Certificate of Appreciation in honour of my dedication of service to the Kenya Scouts Association - 2013
- ✓ Started training music in high schools and primary schools for the Kenya Music Festivals for big and small choirs.

Hobbies & Interests

- Programming/Coding.
- Playing soccer.
- Charity work.
- Reading inspirational books.
- Taking nature walks.
- Cooking.
- Swimming.
- Research.

Referees

Name: Habel Kamau
Job Title: Senior People Operations Manager.
Institution: Samasource Kenya Ltd
Cell phone Number: 0720267992

Name: Bonface Kagama
Job Title: C.E.O./Director.
Institution: Powerlite Bkew Africa Ltd
Cell phone Number: 0719230301

Name: Jenaro Munene Kibingo
Job Title: Underwriting Manager.
Institution: Hill-Stone Insurance Broker Ltd
Cell phone Number: 0711463888

Name: Hillary Mukirima
Job Title: Head of ICT Department
Institution: Hill-Stone Insurance Broker Ltd
Cell phone Number: 0714426109

Name: Erick Muriithi
Job Title: Church Youth Leader
Institution: Catholic Church Ngara Parish
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