

## CURRICULUM VITAE

### PERSONAL DETAILS

NAME : Bednah Kitonyi Nzimbi  
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### PROFESSIONAL PROFILE

An adaptable, proactive and outcome-oriented professional with more than Three years of experience as a software Design Engineer in Test, collaborating well with a cohesive team and using creativity to solve problems and fix errors. Has excellent planning skills and can handle significant pressure while staying calm and efficient and prioritizing smartly. Likes to inspire and contribute to a successful team, as well as working independently.

### EDUCATIONAL BACKGROUND

2014 - 2018 : MACHAKOS University  
Bachelor's Degree In Mathematics and computer science  
Grade: First Class Honors.

2013 - 2010 : Mumbuni Boys High School  
KCSE Mean grade: A-

### WORK HISTORY

#### ***Software Design Test Engineer***

Techno Brain | | Microsoft Testing Centre  
June 2021-

#### ***Duties and Responsibilities***

- Actively investigating high severity/high priority bugs submitted by Microsoft windows customers to uncover their root causes using various investigative tools and then reroute them to the right teams for servicing.
- Performing sentiment analysis to comprehend and replicate various problems that Microsoft Windows OS customers report.
- Creating reports and designing dashboards with Power Bi to help senior management make decisions.
- Preparing Weekly, monthly, and quarterly business reports
- Analyzing crash dumps.
- Keeping track of issues from the moment they were reported until they were resolved and ensuring their solutions were deployed in a timely manner.
- Training and onboard new hires.
- Performing other assigned tasks from time to time.

## ***IT Support Intern***

Kenya Women Microfinance Bank Limited IT department

January 2017 - April 2017

### ***Duties and Responsibilities***

- 1) Performed hardware and software installation, troubleshooting, configuration, and maintenance.
- 2) Managed the installation of new versions of banking systems.
- 3) Facilitated the administration and maintenance of the bank's server environment.
- 4) Managed the office multi-user computer network, as well as data and telecommunication facilities.
- 5) Performed preventive maintenance regularly on all ICT equipment's to maintain their health status.
- 6) Set up new workstation, Installed and configured computer peripherals for the users.
- 7) Regularly reviewed and evaluated office and users' equipment and recommended replacement.
- 8) Provided technical guidance and support to end users, maintenance of network and systems, and coordinated implementation of new systems.
- 9) Managed installation, configuration, and troubleshooting of Western Union, MoneyGram and Mpesa banking platforms on end user machines.
- 10) Took staff through a series of actions, either face to face or over the telephone, to help them resolve issues.

### **KEY ACHIEVEMENTS**

- Triumphed in solving network issues and increased reliability within the organizations.
- Accomplished training new employees on using various banking systems.
- Successfully participated in the deployment of new VPN client network
- Developed Power Bi report for tracking internally reported untriaged bugs.
- Have successfully root caused 20 P0/S0 bugs in windows test build those have adversely affected a huge number of Windows OS customers.

### **REFEREES**

1. Linda Mukami Macharia  
Automation Software Engineer  
Care Pay Limited  
Cell: 0748395887
2. Christine Wachuka Karume  
Software Test Lead Engineer.  
Techno Brain Limited  
Cell: 0715247795

3. Mercy Chege Njoki  
Software Test Lead Engineer  
Techno Brain Limited  
Cell: 0713013812