

## Joan Rita Eneki

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### Summary

I earned my position on the software engineering team through consistently demonstrated technical aptitude acquired after 1.5 years of thorough on-job training which included a graded project at the end of my internship and a 6-month probationary period. This was a result of my love for programming and general problem solving coupled with my relentless quest to learn and develop skills in the rigorous meritocracy that is Cytonn Investments.

My career goal is to become a top-tier programmer and use insights from behavioral economics to create software that will address business and social gaps through automation and data analysis.

Before my career transition, I played a critical role in establishing service design, product and service innovation as critical components of corporate strategy at Cytonn. I designed service delivery processes and presented strategic proposals in the quest to rationalize cost and integrate technology to improve efficiency before finally training the succession team. On the teams I joined, I wore many hats - researcher, data analyst, marketer, and strategist. Resultantly, I acquired a transferable ability to manage different project stakeholders.

### Languages [Frameworks and Libraries] – Proficiency

- HTML and CSS [SaaS, Bootstrap, Foundation] – Advanced
- PHP [Laravel] – Advanced; [Wordpress] – Intermediate
- JS [Vue.js, AngularJS] – Advanced; [Handlebars.js] – Beginner (currently learning)
- Golang – Beginner (currently learning)
- Java – Rudimentary (used it as a base to learn the fundamentals of Computer Science and principles of object oriented programming)

### Other Technologies

In addition to the above, I have experience with the LEMP stack (Linux, Nginx, MySQL, and PHP), data warehousing, server management and cloud-based hosting with DigitalOcean, virtual machine (VM) development environments with VirtualBox and Vagrant, and version control using Git.

I had to maintain some seriously gnarly code from a different developer in one of my past engagements so now I am obsessed with writing good quality code which doesn't make maintenance a nightmare. I am also a huge advocate for TDD and I am learning how to write good unit and feature tests.

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### Education

**Egerton University** – graduated in December 2017

Bachelor of Arts double major in economics and sociology

Graduating grade classification: *Second Class Honors, Upper Division*

**Buruburu Girls Secondary School** – graduated in November 2012

Kenya Certificate of Secondary Education grade: A-

### Programming-related Work Experience

#### Cytonn Investments

**Software Engineer**, January 2020 – Present

- Lead engineer carrying out test driven development while creating both the front and backend for the share certificate automation system (CRESC)
- Lead engineer creating enhancement features and modules as well as carrying out maintenance for the client relationship management system (CRM)

**Software Development Intern**, June 2018 – December 2019

*Training on:*

- Vanilla JS and VueJS
- Vanilla PHP and Laravel

*Practice systems created:* Promeet (meeting manager), Cybrary (library system), QRA (donation fund manager)

**YAASE Program Coordinator**, December 2019 – April 2019

YAASE (You Are A Software Engineer) is an employee experience program that gives staff from other departments the structure as well as support needed to study part-time thereby exploring the possibility of pivoting to a career in software development.

- Guiding the cohort through the curriculum

#### Upesy World

**Contracted Software Engineer**, December 2019 then April 2020 – current

- Refactored and decoupled controllers related to 3 modules of the *old* security system
- Recreated sections of the *old* system's user interface
- Rebuilt the front and backend for the *new* security system for the security system
- Maintenance of the *new* security system

#### World Wildlife Fund

**Volunteer Developer**, June 2019 – October 2019

- Created the Freshwater Ecoregions Of the World website (<https://www.feow.org>)

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### Other Work Experience

#### **Cytonn Investments** – [www.cytonn.com](http://www.cytonn.com)

**Product and Service Innovation Strategist**, September 2018 – December 2019

- Led ideation sessions
- Conducted consumer and user research
- Compiled strategy proposals

*Projects led:* Brand Perception and Marketing, Human Resource

**Service Designer**, January 2018 – December 2019

- Created user stories
- Customer journey mapping and experience design
- Blueprinted the service delivery processes (digital and face-to-face)
- Prototyped services on a need basis

*Projects led:* Real Estate, Home Improvement, Procurement, Asset Management, Human Resource

**Voice Over Artist**, December 2017 – present

- Voiced tens of scripts of promotional content (social and mass media)

**Client Service Intern**, November 2017 – January 2018

- Identified ways of enhancing client experience
- Handled client complaints
- Helped to administer the company's databases with a focus on CRM
- Built strong relationship management and integration with other business units across the company for efficient service delivery to clients.

**High Noon Properties** – [www.highnoonproperties.co.ke](http://www.highnoonproperties.co.ke)

**Sales Representative (One Stop Arcade Mall)**, August 2017 – November 2017

- Implemented the SalesforceIQ CRM.
- Assisted in creating the sales strategy.
- Conducted research on the retail market.
- Marketed and selling the mall space.
- Populated the 13 business categories with leads of prospective tenants.

**PaceMaker International** – [www.pacemakerinternational.org](http://www.pacemakerinternational.org)

**Project Assistant (Jitegemee School)**, July 2015 – August 2015

- Launched a book drive campaign across 2 counties that resulted in the collective donation of 700+ books
- Recruited and supervised the book campaign team in 2 counties
- Collected data for the monitoring and evaluation of 2 pilot projects carried out by Jitegemee School

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### Leadership and Community Service

**MAMA Ventures** – [www.mamaglobal.co.ke](http://www.mamaglobal.co.ke)

**Co-founder**, May 2016 – November 2017

- Coordinated volunteers
- Drew up strategic business approaches
- Planned and created budgets for project activities

**PaceMaker International** – [www.pacemakerinternational.org](http://www.pacemakerinternational.org)

**Volunteer Learning Support Assistant**, January 2013 – August 2013

- Conducted tutoring sessions for all subjects with pupils between class 6 and 8 in North Highridge Primary School
- Founded the “Best English Speakers’ Club” and recruited the first 10 members, all aged between 10 and 12
- Initiated the clean-up and reopening of the school’s library thus allowing the pupils to access the books
- Awarded for best leadership skills demonstrated in my cohort

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## References

### Reference 1

Name: Mr. Nasser Olwero  
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### Reference 2

Name: Ms. Michele Thieme  
Designation: Deputy Director, Freshwater  
Organization: World Wildlife Fund - US  
Email: michele.thieme@wwfus.org  
Phone: +1 (202) 495-4760