Lilian Okongo

Software Engineer

Address 010100, Nairobi Kenya

Phone +254743285574

E-mail lilian.deon29@gmail.com

Highly motivated and dedicated individual committed to achieving excellence in all endeavors. Upholds integrity as a core value, forming the basis of character and faith. Proactive and detail-oriented with strong investigative skills and the ability to handle and interpret data. Demonstrates ambition and a mature, responsible approach to tasks and challenges. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

Websites, Portfolios, Profiles

- https://www.linkedin.com/in/lilian-deon-824986206

Skills

Skill	Rating
Microsoft Word and Excel.	◆◆◆◆◆
Software Project Development Life Cycle	◆◆◆◆◆
HTML, CSS, and JavaScript.	◆◆◆◆◇
Java Spring Boot Framework	◆◆◆◇◇
React Framework	◆◆◆◆◇
MySQL	◆◆◆◆◇
End to End Testing and Quality Assurance	◆◆◆◆◆
Customer Relationship Management.	◆◆◆◆◆

Work History

Jan 2024 - Current

Customer Success Specialist
Meliora Technologies Limited

- Improved response times by streamlining support processes and prioritizing urgent requests
- Developed comprehensive product knowledge to provide accurate information and effective troubleshooting assistance

- Managed portfolio of key accounts, ensuring timely issue resolution and consistent communication with stakeholders
- Increased customer satisfaction by addressing concerns and providing tailored solutions for their needs
- Conducted regular account reviews to assess client status, identify opportunities, and ensure continued success
- Analyzed usage data to identify trends, anticipate challenges, and proactively address potential issues before escalation
- Negotiated contract renewals/upgrades with existing clients leading to increased revenue streams
- Developed and implemented product marketing plans to reach target customers
- Organized product demonstrations and trial installations of equipment to promote products
- Analyzed customer service trends to discover areas of opportunity and provide feedback to management
- Cultivated customer loyalty, promoted repeat business, and improved sales

Jan 2023 - Dec 2023

Software Engineer Intern

Meliora Technologies Limited

- Participated in requirements analysis and problem definition for software solutions requested and/or required;
- Participated in product architecture and design workshops and documentation; Writing well designed, testable and efficient code;
- Integrated software components into fully functional software system; Conducting software verification and quality assurance procedures such as validation testing;

May 2022 - Aug 2022

Mobile Banking Champion

Equity Bank

- Actively marketed at least 4 bank's digital products per day
- Cross-sold various bank products to customers
- Enhanced customer service by managing queues effectively.

Feb 2022 - Mar 2022

Customer Service Support Officer

Equity Bank

- Made calls to 30 cutomers daily to update their data
- Transferred customer records from hard copy to online system
- Conducted data clean-up to resolve major mismatches
- Ensured accurate data capture during entry through due diligence.

Feb 2019 - Aug 2019

Pre-University Intern

Equity Bank

- Conducted account opening and onboarding procedures with enhanced due diligence
- Handled general inquiries from customers
- Provided guidance to bank agents in resolving disputes

- Promoted alternative banking channels, such as digital tools, to customers.

Education

Sep 2019 -
Jul 2024

Bachelor of Computer Science: Computer Science
Kenyatta University - Nairobi, 30
Status: Awaiting graduation

Apr 2023 -
Aug 2024

Software Engineering Program
ALX - Virtual
Status: Ongoing

Jan 2015 -
Apr 2018

High School Diploma
Loreto Limuru High School - Limuru
- Final Grade: A- (76 Points)
- Kenya Certificate of Secondary Education (K.C.S.E)

Jan 2024 -
Current

Some College (No Degree)
Havard University - Online
Status: Ongoing

Honors And Awards

- Pre-University Internship, Equity Bank Kenya, 06/02/2019, Merit-based internship awarded by Equity Bank for excellent performance in KCSE exams.
- Wings to Fly Scholarship, Equity Group Foundation, 02/2015, Awarded a secondary school scholarship for academic excellence from a humble background.

Volunteer Experience

- Mastercard Foundation Alumni Network Kenya Chapter, Events and Networking Lead, Organized and coordinated events for the alumni network., Facilitated networking opportunities for alumni members., Collaborated with team members to create engaging and impactful activities.
- St Bakhita Girls High School Matuu, 2022, 2023, Mentor, Provided mentorship and guidance to high school students., Supported students in their personal and academic development.
- Alliance Girls High School, 2019, High School Mentor, Supported students in their personal and academic development.

References

- Welton Omulo, Branch Manager, Equity Bank Limited-Bondo Branch, +254 763389884, welton.omulo@equitybank.co.ke
- Ann King'ori, Customer Service Supervisor, Equity Bank, Head Office, +254 7633495795, ann.kingori@equitybank.co.ke
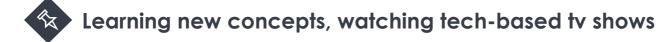
Software

- Designing web pages ◆◆◆◆◇
- API integration ◆◆◆◆◆
- Software product support and monitoring ◆◆◆◆◆

Interests

- Learning Product Management

- Learning Software Project Management

Learning new concepts, watching tech-based tv shows

I am passionate about continuous learning, often engaging in self-learning activities and practical tasks to deepen my understanding of new concepts. Watching tech-based TV shows not only provides me with valuable insights into the latest developments in technology but also serves as a source of motivation and excitement, driving my enthusiasm for the field. These experiences fuel my quest for knowledge and inspire me to stay informed and engaged in the dynamic world of technology.