CV – ESTHER WAIRIMU GITOME.

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Experienced Full Stack Software Engineer with 4 years of diverse industry experience. Proficient in JavaScript and Python, with a strong focus on Back-end and Front-end development, and Automation. Proven track record of developing, implementing, and optimizing business processes using web applications and automation solutions in corporate environments. Demonstrates exceptional problem-solving and communication skills, as well as a self-driven approach to innovation and creativity. Passionate about delivering high-quality, efficient solutions and contributing to impactful projects.

TECHNICAL SKILLS

- JavaScript (React.js)
- Mastery of RPA tools (UiPath) - Process Mining and Data Extraction.
- Mastery of MySQL/NoSQL/ITSM/SAP
- Machine Learning/Artificial Intelligence /OCR experience
- Process Modelling using Microsoft Visio
- Python/ VBA/ VB.NET/Selenium /SOAP/REST APIs
- HTML/CSS/HTML5/CSS/BootStrap/PHP/PySpark/Excel Data Analysis
- Process Documentation/Visualization/ Report writing
- Agile/Azure DevOps/Scrum Master/Lean/Six Sigma/Jenkins CI&CD/Gitlab IT Best Practices
- Analytical/Excellent Problem Solving/Strategic Planning Skills.
- SAP/CRM/ORACLE Systems Automations
- Experience across FMCG, Telecommunications and Banking Industries and Excellent Customer facing skills.

CRM ENGINEER.

As a CRM Engineer at Safaricom, I am tasked with optimizing customer relationship management systems, analyzing business requirements, and ensuring the seamless integration of CRM solutions with existing infrastructure. My role focuses on enhancing user engagement, improving system efficiency, and driving innovation through effective data management and automation strategies.

Notable Achievements:

- Spearheaded the implementation of a new CRM platform, leading to a 40% improvement in customer data accuracy and accessibility across departments.
- Developed custom scripts and code modules that automated complex CRM processes, reducing manual intervention by 35%.
- Designed and coded API integrations that enabled seamless data exchange between the CRM system and other enterprise applications, enhancing operational efficiency.
- Created automation scripts that reduced manual data entry errors by 30%, boosting overall productivity.
- Collaborated with cross-functional teams to identify and resolve CRM-related issues, ensuring minimal downtime and continuous system availability.

- Optimized CRM workflows through coding and system enhancements, resulting in a 25% reduction in processing times for customer queries and complaints.
- Integrated third-party tools with the CRM system via custom code, expanding its capabilities and contributing to a 15% increase in customer satisfaction scores.
- Implemented data security measures through secure coding practices, strengthening the protection of sensitive customer information in line with industry standards.
- Led training sessions for staff on the new CRM features, including custom-developed functionalities, ensuring a smooth transition and widespread adoption of the platform.
- Regularly updated CRM documentation, including code repositories, providing clear and comprehensive resources for ongoing maintenance and troubleshooting.

FULLSTACK ENGINEER

Techducate Africa(Techducateafrica.co.ke) **| June 2022 Till to date.**

Responsible for analyzing business processes, crafting reusable and comprehensible code, and deploying cutting-edge backend solutions. My role entails on collaborating with diverse teams to define, design, and execute impactful backend development projects, ensuring top-tier performance, reliability, and security.

NOTABLE ACHIEVEMENTS:

- Designed and implemented a scalable backend API that improved application performance, resulting in a 30% reduction in response times.
- Led the development of a data-driven backend system that enhanced data storage and retrieval, contributing to a 25% increase in application efficiency.
- Collaborated with cross-functional teams to troubleshoot and resolve complex technical challenges, ensuring seamless project execution.
- Successfully implemented authentication and authorization mechanisms, enhancing application security and user data protection.
- Employed industry best practices to optimize backend code, resulting in a 20% improvement in system efficiency.
- Developed a real-time notification system that significantly improved user engagement and interaction within the application.
- Implemented automated testing processes, reducing the number of post-production issues by 25%.
- Fostered effective collaboration between frontend and backend teams, resulting in faster project delivery and improved product quality.
- Regularly updated and maintained backend documentation, ensuring clear and accessible technical resources for the team.
- Integrated third-party APIs and services to extend application functionality, enhancing user experience.

In addition to these accomplishments, I developed a mobile app that has been a game changer in the employment sector. The app utilizes location-based services to connect users with local talent for various handy jobs such as electricians, plumbers, painters, and more. This innovative approach has created new employment opportunities and streamlined the process of finding skilled professionals for specific tasks, benefiting both workers and users. These achievements showcase my ability to create impactful solutions that drive efficiency, productivity, and user satisfaction in the projects I work on.

FULLSTACK ENGINEER.

Techducate Africa (Techducateafrica.co.ke) | July 2021 – May 2022.

As a Fullstack Developer at Techducate Africa, I undertook a transformative journey, honing my skills in web development while actively contributing to the creation and enhancement of user- facing features for web applications. My internship experience was pivotal in equipping me with the knowledge and expertise required to excel in the dynamic world of Fullstack development.

NOTABLE ACHIEVEMENTS:

- ➢ Actively contributed to the development and maintenance of web applications, showcasing my versatility in working with a diverse tech stack, including JavaScript, Python, and Ruby on Rails.
- ➢ Successfully implemented pivotal features such as user authentication, real-time messaging, and file upload functionalities, enriching the functionality and user experience of our applications.
- ➢ Highlighted my adaptability and problem-solving prowess by collaborating with cross- functional teams to identify and resolve complex technical challenges, reinforcing my commitment to teamwork and innovation.
- ➢ Took the lead in spearheading the development of a new product, resulting in a remarkable 25% increase in user engagement, a testament to my leadership and innovation capabilities.
- ➢ Acquired hands-on experience in implementing robust security measures and data protection protocols, championing data privacy and security as paramount concerns.
- ➢ Maintained effective collaboration with back-end developers, particularly those skilled in Python, ensuring the seamless integration of front-end components with back-end services.
- ➢ Engaged in productive interactions with designers, product managers, and various stakeholders, aligning our efforts with business objectives and continually elevating the user experience.
- ➢ Demonstrated an insatiable appetite for knowledge and innovation, staying abreast of the latest technologies and proactively incorporating them into the development processes to enhance efficiency.

SOFTWARE TUTOR (VOLUNTEER).

Techducate Africa (https://techducateafrica.co.ke/) | May 2020 – to date.

Embarking on my journey as a software development student, my passion for coding wasn't confined to personal projects; it extended to a broader vision of making technology accessible to everyone.

Joining Techducate, an innovative group of developers with a shared enthusiasm for empowering children from underserved communities with essential software skills, was a natural fit for my aspirations.

In my role as a dedicated software tutor at Techducate, I became a catalyst for change, channeling my zeal for software into meaningful impact. Here's a glimpse of the roles and achievements that underscore my commitment to this transformative cause:

NOTABLE ACHIEVEMENTS:

➢ Transformative Impact: Witnessed a significant shift in students' perception of technology, with many expressing increased interest and confidence in pursuing software development as a career.

➢ Individual Success Stories: Celebrated individual successes, with students demonstrating tangible growth in their understanding and application of software development concepts.

➢ Project Showcase: Presented a showcase of projects developed by students, highlighting the practical skills acquired through project-based learning and demonstrating the real-world applications of software development.

➢ Community Recognition: Received positive feedback and recognition from the local community for actively contributing to the enhancement of tech education and fostering a culture of learning and innovation.

➢ Inclusive Learning Environment: Established a supportive and inclusive learning environment, where students from diverse backgrounds felt empowered to explore their potential in the field of software development.

➢ **N/B:** My dedication to empowering the next generation with tech skills goes beyond the classroom. It's a commitment to leveling the playing field, ensuring that every enthusiastic mind, regardless of their background, has the opportunity to thrive in the world of software development. Through my journey at Techducate, I've not just imparted skills; I've sown the seeds of possibility and potential in the hearts and minds of those who are the future of our digital landscape.

EDUCATION.

- Kenya Certificate of Secondary Education Kabare Girls High School, 2015 – 2018.
- Bachelor in Software Engineering, KCA University, September 2020 – April 2024(Second class upper).

RPA NUGGETS

RPA Trainee Responsibilities:

- Acquired RPA skills (UiPath and Automation Anywhere) and rolled out free RPA
- Created process and end-user documentations.
- Designed, developed and deployed RPA solutions using RPA best practice methodologies
- Performed application troubleshooting and user issue resolution as needed for escalations.
- Reported status, issues and risks to the technical architect, process.

REFEREES.

FRANCIS AMENYA

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