

SSEMMAMBO GIFT BENON | Computer Scientist

Address: Kampala, Uganda

Tel: +256-703937672/+256-786393767, Email: giftbenon@gmail.com

Gender: Male, [linkedin.com](https://www.linkedin.com/in/giftbenon)

PROFILE:

Highly motivated Computer Science graduate from Makerere University seeking to leverage my skills and gain experience in the tech industry. As an intern at GDExperts, I thrived in a collaborative environment, contributing to the development of a **digital Fiber relocation solution for MTN Uganda**. This project aimed to simplify the relocation process for customers, potentially **reducing estimated relocation processing time** through digital request. My exposure to the entire software development lifecycle has equipped me with strong analytical, problem-solving, and communication skills.

SKILLS & TECHNOLOGIES:

UX/UI Design tools: Figma, Draw.oi.

Programming Languages: JavaScript, C#

Frameworks & Libraries: React JS, Node.js

Databases: MongoDB, MySQL.

Web Technologies: HTML, CSS, Material UI.

Version Control Tools: Git, GitLab, GitHub

Testing Tools: Postman.

Test Management Tools: Microsoft excel.

Soft Skills: Critical Thinking, Problem-Solving, Adaptability.

PROJECTS:

FTTX Speed Booster Pack March 2024

- Designed and implemented a daily data booster pack system with guidance of a Senior Business Analyst.
- Collaborated with Senior Business Analyst to analyze customer data usage patterns for booster pack design.
- Developed solution to address FUP change impact (monthly vs daily) on FTTx customers in collaboration with Senior Business Analyst.
- Improved customer experience by providing flexible data top-up options through booster packs worked alongside Senior Business Analyst.
- Contributed to increased customer satisfaction by mitigating data usage limitations with booster pack implementation as part of a team led by Senior Business Analyst.

WakaNet relocation - May 2024

- Designed and implemented a digital Fiber relocation solution for MTN Uganda (mention your specific role, e.g., System Analyst, UX/UI Designer).
- Simplified customer experience by integrating Fiber relocation requests into existing digital channels like myMTN, MoMo App, Website.
- Enhanced customer satisfaction by offering features like new location selection, automatic availability check, and 5G/4G alternative (mention other features you specifically contributed to): This emphasizes the functionalities you helped implement to improve customer experience during relocation.
- Streamlined internal processes by outlining communication protocols, service transfer procedures, and system integrations.
- Contributed to a project aimed at reducing service disruption for customers during relocation: This emphasizes the positive business impact of the project and your role in achieving it.

WORK EXPERIENCE:

GDExperts– Kamwokya, Kanjokya House, Kampala Uganda

Junior Business Analyst / Project Management March 2024 - Present

- Collaborated closely with senior business analysts, product managers and developers to deliver a seamless and intuitive user experience for a critical client-facing application.
- Worked hand in hand with the developers giving me a wider view
- Conducted regular knowledge-sharing sessions on best coding practices and emerging technologies, contributing to a more cohesive and skilled development team.
- Actively participated in daily stand-up meetings, online meetings and sprint planning sessions following agile methodologies, ensuring timely project deliveries.
- Resolved critical production issues promptly, minimizing downtime and ensuring a positive user experience

EDUCATION:

Bachelor of Science in Computer Science, **Makerere University Kampala** JAN 2024

Uganda Advanced Certificate of Education, **St Mary's College Lugazi** 2015

Uganda Certificate of Education, **St Charles Iwanga international kakiri** 2013

CERTIFICATIONS:

- React.js - Progate April 2024
- HTML and CSS - Progate April 2024
- JavaScript - Progate April 2024
- Node.js – Progate April 2024

Referees:

Ms. Nassanga Elizabeth Leah: project manager GDExperts