**SSEMMAMBO GIFT BENON | Computer Scientist**

Address: Kampala, Uganda

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

Gender: Male, linkedin.com

**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:**  MongoBD, 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 SeniorBusiness 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 lwanga 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*