JAMES AYANGA OWACHO

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PROFESSIONAL SUMMARY

Senior Operations Officer with dynamic and diverse work experience totaling 6 years in banking services, forex trading, and information technology, seeking to transition to a Full-stack software developer role. Highly adept of the software development cycle, project management, process improvement, and team leadership. Strong problem-solving and analytical skills with the ability to work collaboratively in a team environment.

KEY SKILLS

- Strong leadership and communication skills
- Good organization and administration skills
- Basic Accounting skills
- Proficient in Microsoft Office suite, Google suite and AWS Cloud.
- Programming languages: Python, Java, C, C#, C++, R ,Go , Kotlin and Django
- Front-end development: HTML, CSS, Bootstrap
- Database management: MySQL, PostgreSQL
- Forex trading: Technical analysis, fundamental analysis

WORK EXPERIENCE

- **Boot Camp at Freecodecamp.org & W3 Schools**   (2022-06-07)-(To Present)
  Full-Stack Software Developer

  o Undertaking an intensive 40-week boot camp in Full-stack software development, including coursework in programming languages, front-end and back-end development, and database management.
  o Collaborating with other boot camp participants to efficiently complete group projects and hone teamwork skills.
  o Ability to learn quickly and effectively in a fast-paced, hands-on learning environment.

- **Financial Markets**   (19-08-01)-(To Present)
  Forex Trader
    o Operate various trading software applications to execute trades with precision and well-tested strategies to ensure an 80% success rate.
    o Developing winning strategies and trading techniques that increase profit margins by as much as 20% to 30% and ensure a risk-to-reward ratio of 2:1 by implementing appropriate stop-loss and take-profit levels and adjusting positions as market conditions change.
    o Preparing trading reports and reviewing statistical information to monitor and evaluate market trends to enable the execution of trades based on technical and fundamental analysis, achieving an 80% success rate.
    o Developed and maintained relationships with clients, providing guidance and education on trading strategies and market trends.

- **Diamond Trust Bank Kenya Limited**   (2013-11-04)-(2019-07-01)
  Senior Operations Officer
    o Managed a team of 20 banking personnel in cross-selling bank products, account management, customer service, and increasing bank branch revenue by 15%.
    o Developed and implemented process improvements such as conducting team building activities, Training on bank operations and products, advocating for an open-door policy, and efficient leave planning that increased productivity by 30%.
    o Maintained friendly and professional customer interactions, assisted clients with different banking needs including account opening, deposits, withdrawals, money transfers, and accurate and timely processing of the transaction to ensure quick turnaround time, thus increasing customer satisfaction ratings from 60% to 90% in less than 6 months.
    o Collaborated with the compliance department to eliminate procedural errors and margin breaks and enforce strict security procedures applicable to banking regulations.
    o Increased sales and revenue by 20% and exceeded sales targets on account opening, fixed deposits, and bancassurance products by offering the best customer satisfaction, sales tactics, and cost control measures.

- **Uzuri Institute of Technology and Development**   (2013-03-04)-(2013-09-27)
  Information Technology Lecturer
    o Taught approximately 30 students courses in information technology , Microsoft Office packages and utilized innovative methods of instruction, including video, interactive class activities, and discussions, to ensure at least 90% participation in the course work.
    o Developed course materials and assessments that met accreditation requirements and were used to effectively gauge student performance and information retention, thus leading to a 40% increase in performance.
    o Participated in special outreach programs to increase institutions' engagement in community service and Foster long-lasting, meaningful relationships among students and the community.

- o   Provided individualized instruction and support to students, helping them to achieve academic success and prepare for careers in IT.

- **Regional Centre for Mapping of Resources for Development**   (2011-05-02)-(2011-08-29)
  Information Technology Intern
  - o   Collaborated with a team of seven colleagues on performing IT administration tasks such as computer maintenance, hardware troubleshooting, software installation, and networking to ensure 100% performance.
  - o   Responsible for tracking IT help desk tickets, phone calls, and emails and offering technical support in resolving various computer-based hardware and software, network, Web-based applications, and printing issues.
  - o   Responsible for maintaining current software licenses, patching applications, and reviewing system and network performance to make proactive adjustments based on established IT policies.
  - o   Ensure effective running of ICT server infrastructure and monitoring of backups on group systems to enhance business continuity.

E D U C A T I O N

- Jomo Kenyatta University of Agriculture and Technology   2009 to 2012
  Bachelor of Business Information Technology - Second Class Upper Division

- Kakamega High School   2005 to 2008
  Kenya Certificate of Secondary Education – B-

C E R T I F I C A T I O N S   A N D   T R A I N I N G S

- Free Code Camp Full stack Development Certification   Ongoing
- Customer Due Diligence   2019
- Anti-Money Laundering and Counter-Terrorist Financing : eLearning   2019
- Sustainable Finance Initiative Course   2016
- Business Etiquette   2015
- Geo-Spatial Database Development and Management Using Arc GIS 9.3.1   2011
- Disaster Inventory Management System: DesInventar & Space Applications for Disaster Risk Reduction Training.   2011

L A N G U A G E S

- English
- Kiswahili

DRIVING LICENSE

- Driving license categories A, B,C and E

HOBBIES

- When I am not trading, you'll find me at freeCodeCamp.org reading and researching to gain vast knowledge about software programming. I enjoy playing table tennis, rugby, and cards. I volunteer my leisure time working with charity organizations, and this offers me a great opportunity to give back to my community.

REFERENCE

- Mr. Gilbert Kaisha - "ICT Authority"
  ICT Projects Manager
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- Miss. Noreen Jamal - "Diamond Trust Bank Kenya Limited"
  Bank Branch Manager
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- Mr. Joseph Abala - "Cellulant"
  Senior Software Engineer
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