

# Mark Kagua Karanja

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## EDUCATION

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<b>University of East London</b> <i>Master in Computer Science (MSc)</i>	<b>London, United Kingdom (Remote)</b> <b>Oct 2024</b>
<b>The East African University</b> <i>Bachelor's in computer science and information Technology</i>	<b>Kajiado, Kenya</b> <b>Mar 2022</b>

## PROFESSIONAL CERTIFICATES

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<b>Google</b> <i>Google IT Support</i>	<b>Online</b> <b>Sep 2022</b>
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## WORK EXPERIENCE

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<b>Machakos County Government</b> <i>ICT Officer</i>	<b>Machakos, Kenya</b> <b>Jan 2023 - Present</b>
<ul style="list-style-type: none"><li>Streamlined systems and processes to ensure that all critical systems were online and accessible 99.9% of the time, minimizing downtime and improving efficiency.</li><li>Developed and implemented an automation project that reduced manual tasks by 50%, resulting in a 25% increase in overall productivity.</li><li>Implemented proactive network monitoring and troubleshooting strategies, reducing network downtime by 30% and ensuring uninterrupted connectivity for users.</li></ul>	
<b>Matrix Telematics Ltd</b> <i>Jr Software Developer</i>	<b>Nairobi, Kenya</b> <b>Aug 2022 - Jan 2023</b>
<ul style="list-style-type: none"><li>Led a team of three developers in creating custom APIs, resulting in the successful integration of ERPs such as QuickBooks and Tally with Electronic Tax Registers (ETR) devices, improving invoice signing and synchronization with the Kenya Revenue Authority by 30%.</li><li>Bridged the gap between invoice generation and signing processes, implementing a seamless system that significantly improved timeliness and convenience for businesses to file their returns promptly. This initiative resulted in a 45% decrease in late tax filings among clients.</li></ul>	
<b>Lunchbox Technologies Inc</b> <i>Jr Android Engineer</i>	<b>New York, United States (Remote)</b> <b>Sep 2021 - Sep 2022</b>
<ul style="list-style-type: none"><li>Worked in an Agile environment and developed and launched 10 innovative restaurant management Android apps on Google Play, utilizing Figma, Firebase, Jira, and Gradle flavors to enhance user experience and increase client satisfaction.</li><li>Coordinated closely with QA testers to conduct rigorous end-to-end unit testing and post-production testing on apps, resulting in a 100% bug-free performance and high user satisfaction.</li><li>Implemented efficient code management using GitFlow methodology by working on separate branches and merging them into the main branch after completion and approval, ensuring streamlined development processes.</li></ul>	

**MAS Intimates Ltd**

**Athi River, Kenya**

***IT Support Intern***

**Mar 2021 – Sep 2021**

- Administered and resolved software, hardware, and network-related issues for over 200 active users, maintaining an average response time of 1 hour and achieving a 95% user satisfaction rate.
- Implemented a new helpdesk software system to streamline ticket management processes, resulting in a 20% increase in overall productivity for the IT team.
- Conducted comprehensive training sessions on Lean methodology, Azure Active Directory, Microsoft 365, and Remote Desktop for users to enhance their technical skills and effectively utilize available resources.

**Kenyatta International Convention Centre**

**Nairobi, Kenya**

***ICT Officer (Industrial Attachment)***

**Jan 2020 - Mar 2020**

- Provided comprehensive support by efficiently setting up devices like printers, projectors, and LED panels for new office setup, optimizing operations and enhancing user experience.
- Troubleshoot and resolved complex software and hardware issues with a 95% success rate, minimizing downtime by 80% and maximizing productivity for over 100 employees.

## **PROJECT EXPERIENCE**

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**Lunchbox Technologies Inc**

**New York, United States (Remote)**

***Jr Android Engineer***

**Sep 2021 – Sep 2022**

- Developed and deployed 10 Android apps on Google Play within the framework of Lunchbox's existing code base.
- Utilized Gradle flavors to customize and enhance app functionalities for multiple clients including: Taco Palenque, BlackwoodBBQ, Cold Beers & Cheese Burgers, iHeart Mac & Cheese, and more.
- Collaborated with a diverse team of professionals to ensure the successful delivery of these projects.

## **LEADERSHIP EXPERIENCE**

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**Matrix Telematics Ltd**

**Nairobi, Kenya**

***Jr Software Developer***

**Aug 2022 - Jan 2023**

- Led a team of three developers in the development of a custom API that integrated QuickBooks ERP with Electronic Tax Register (ETR) devices, enabling seamless invoice signing and synchronization with the Kenya Revenue Authority.

## **TECHNICAL CERTIFICATES**

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**Google**

**Online**

***Systems Administration and IT Infrastructure***

**Jul 2022**

**Google**

**Online**

***Bits and Bytes of Computer Programming***

**Mar 2022**

**Andela**

**Online**

***Google Developer Android Training***

**Feb 2021**