

THOMAS RAGEN OTIENO

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PROFILE SUMMARY

Highly motivated ICT Specialist and Software Developer with over three years of experience in designing, coding, and integrating software systems. Proficient in REST API development, agile engineering, and database management, with a passion for delivering innovative and resilient solutions. Proven ability to enhance application efficiency and reliability while maintaining robust cybersecurity measures. Holds certifications in CISSP and ITIL Foundation.

KEY SKILLS AND COMPETENCIES ACQUIRED

- **REST APIs Development (Spring Boot)** - I have expertise in designing and implementing scalable RESTful APIs using Spring Boot. Proficient in creating secure, efficient, and well-documented endpoints that integrate seamlessly with frontend applications and third-party services.
- **Agile Engineering & Continuous Delivery (CD)** - I am skilled in collaborating within Agile teams to deliver high-quality software through iterative development. Hands-on experience with Continuous Delivery pipelines, leveraging tools like Jenkins, GitLab CI/CD, or Azure DevOps to automate build, test, and deployment processes.
- **Cloud Computing & Automation** - I have in my line of work used cloud platforms such as AWS, Azure, or Google Cloud, in deploying and scaling applications using Infrastructure as Code (IaC) tools like Terraform or AWS CloudFormation.
- **Database Management (SQL)** - I have expertise in designing and managing relational databases using MySQL, PostgreSQL, and SQL Server. Proficient in writing optimized queries, performing database normalization, and implementing indexes for performance tuning. Experience in database migration, backup strategies, and handling large datasets.
- **System Integration and Optimization** - I have experience in integrating diverse systems and platforms using APIs, message brokers (e.g., RabbitMQ, Kafka), and middleware solutions. Proficient in optimizing system performance by profiling bottlenecks, streamlining workflows, and employing caching strategies such as Redis.
- **Troubleshooting & Technical Support** - I have in my line of work diagnosed and resolved complex software issues by leveraging tools like logs analysis (e.g., ELK stack) and debugging frameworks. Demonstrated ability to provide technical support across the SDLC, ensuring minimal downtime and robust system reliability.
- **Mobile App Development (Kotlin, Swift, React Native)** - I have comprehensive knowledge of building cross-platform mobile applications using React Native and native apps for Android (Kotlin) and iOS (Swift). Skilled in implementing user-centric designs, integrating APIs, and optimizing app performance for a seamless user experience.
- **Programming Languages: Java, Python, JavaScript** - I have advanced proficiency in multiple programming languages, including Java for backend systems, Python for data analysis and scripting, and JavaScript for dynamic web applications. Strong command of object-oriented principles, functional programming, and modern frameworks like React.js and Node.js.
- **Network Administration & Cybersecurity** - I have solid foundation in network protocols, administration, and security best practices. Skilled in securing systems through techniques like encryption, vulnerability assessments, and penetration testing. Experience in setting up firewalls, monitoring tools, and ensuring compliance with security standards such as ISO 27001 and GDPR.
- **People Skills:** I engage with the business teams and leaders to get results on. I have worked well with senior management and head of business to execute and deliver marketing plans.
- **Project Management:** I have in my line worked with cross functional teams to deliver specific projects from initiation to completion. The projects being rolling out of a new.

WORK HISTORY

Level II ICT Support Officer

Housing Finance Group Bank: June 2025 to Present

Duties and Responsibilities

Achievements

- Supported and maintained enterprise ICT systems including Active Directory, Microsoft Office 365, and internal CRM platforms across 22 branches and Head Office, providing technical support to ~2,000 users while ensuring business continuity and system reliability.
- Managed high-volume IT service desk operations using ManageEngine (internal users) and Jira Service Management (external vendors), handling an average of 300+ incidents and service requests per month while consistently meeting and exceeding SLA targets.
- Played a key role in SLA monitoring, incident escalation, reporting, and documentation, achieving a significant reduction in ticket resolution time to under one minute for common incidents, improving overall SLA compliance and eliminating recurring ticket backlogs.
- Automated ticket management and performance analysis by designing and implementing a Python-based reporting system that performs monthly data analysis and automatically distributes actionable insights to technicians via email. This improved workload visibility, accountability, and proactive issue resolution.
- Collaborated closely with ICT Security, Core Banking Systems, and Application Development teams to troubleshoot complex incidents, support system integrations, and ensure secure access management through Active

Directory and email systems.

- Contributed to ICT governance and regulatory compliance by supporting End-of-Day, End-of-Month, End-of-Year processes, and participating in the preparation and submission of daily, weekly, monthly, quarterly, and annual GDI reports to the Central Bank of Kenya (CBK) with zero compliance breaches.
- Reduced overall system downtime to below 2% through proactive monitoring, structured escalation procedures, and improved incident response coordination with internal teams and external vendors.
- Led user training and awareness initiatives based on ticket trend analysis, reducing repeated user-error incidents and minimizing unnecessary service requests through improved end-user ICT practices.

Development Intern

National Bank of Kenya: March 2024 to April 2025

Duties and Responsibilities

Achievements

- I supported the end-to-end development of scalable banking applications, significantly enhancing user experience and operational performance. Delivered solutions that improved transaction processing speed and reduced downtime by implementing advanced error-handling mechanisms.
- Built, tested, and deployed RESTful APIs using Spring Boot – I successfully developed secure and high-performing RESTful APIs that facilitated seamless communication between core banking systems and third-party platforms. Reduced API response time by 25% through optimized request handling and efficient data serialization.
- I created well-structured XML schemas to support smooth data integration and compatibility across multiple banking systems. Ensured zero data discrepancies during data migration projects, maintaining compliance with industry standards.
- I Designed complex, efficient SQL queries and scripts for real-time reporting, improving the accuracy of financial dashboards and reducing query execution time by 40%. Led efforts to normalize database structures, enhancing system maintainability and scalability.
- Collaborated with cross-functional teams for technical troubleshooting – I worked closely with development, operations, and QA teams to identify and resolve critical system issues, leading to a 15% improvement in overall system uptime. Pioneered a proactive monitoring framework, significantly reducing incident response times.

Lead Researcher and Developer

Tamtam World Limited: Jan. 2023 – Mar. 2024

Duties and Responsibilities

Achievements

- I Led the development of innovative mobile and web applications using Java, JavaScript, and React Native, resulting in a 25% increase in user engagement. Delivered intuitive and user-friendly interfaces by integrating real-time data synchronization and implementing responsive designs across platforms.
- I Designed and managed relational and NoSQL databases, leading to a 20% improvement in system performance through query optimization, indexing strategies, and data normalization. Successfully migrated legacy databases to modern architectures, ensuring minimal downtime and enhanced scalability.
- I oversaw the deployment and maintenance of network infrastructures, ensuring 99.9% uptime and robust security. Implemented advanced network monitoring tools and proactive troubleshooting measures to address connectivity issues and potential vulnerabilities promptly.
- Applied data-driven sales and marketing strategies to tailor application features and campaigns, driving a 20% increase in active users. Leveraged customer feedback to prioritize feature development, aligning product enhancements with user needs and market trends.

Junior Developer: East Africa Subsidiaries

Tarase Technologies Jun. 2022- Jan. 2023

Duties and Responsibilities

Achievements

- Developed responsive web applications using HTML, CSS, and JavaScript, ensuring seamless functionality across devices.
- Worked with senior developers to adhere to coding standards, reducing time-to-deployment by 10%.
- Diagnosed and resolved software and hardware issues, reducing system downtime by 15%.
- Assisted in network administration, enhancing connectivity and reducing disruptions.

EDUCATION

- **BSc, Information Technology, Zetech University.** (May 2019 – Nov. 2023)

TRAININGS ATTENDED

- Data and AI Track (Cyber Shujaa- Ongoing at USIU)
- ITIL Foundation
- CISSP

REFEREES

Availed Upon Request