SAMUEL MITALA

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Education

Clerk International University- *Bachelor of Computer Science (Online)*                                       2019-2021

Refactory.ug - Computer programing catalyst program/bootcamp (Online)         2020-2020  
Outbox.co.ug - Full stack web developer bootcamp  program   (Online)              2021-2021

Experience

**Company:** KaCyber.io

**Industry:** Information Technology

**Duration:** October 2021-December 2021

**Position:** Software Dev intern.

**Roles and responsibilities:**

* Managed user issues and updated product backlog for user requested and feedback
* Collaborated with senior Devs during sprint planning, retros and stand-up meetings.
* Handled support tickets and helped users to troubleshoot product issues.
* Escalated product tech issues to senior Devs on slack.
* Conducted interviews with beta testers.
* Documented and tested new application features and reported backs and recommended improvements.
* Worked on the frontend of the application.

**Company:**  Binance

**Location:** Kampala, Uganda

**Industry:** Blockchain

**Duration:** April 2019 – August 2020

**Position:** Brand Ambassador

* Created website and social media content in order to drive brand awareness, attract new users and build relationships with our community members.
* Attended networking events, conferences, meet-ups; occasionally organize Binance hosted events to drive brand awareness, user acquisition and community engagement
* Worked closely with the marketing and operations staff to conceptualize marketing campaigns and strategies, benchmarking competitive activities and community programs
* Educated users and B2B partners about company products; organize feedback and insights to share with the team for platform improvements
* Used social media and word-of-mouth techniques to engage consumers, respond to questions or complaints, and to promote company initiatives.
* Tracked user preferences, marketing funnel data and media campaigns metrics.
* Attracted and managed affiliate relationships, partnerships and B2B opportunities while working with the entire team to improve incentivization strategies to drive growth.
* Acted as eyes and ears on the ground: Understood and shared knowledge on local trends, communities and news that leveraged brand awareness and marketing innovation efforts.

Additional

* *Languages:* English (fluent)
* *Software skills:* Excel spreadsheets, Slack, Zoom, email, Google Gsuite, Hubspot, Intercom, Zendesk, Freshdesk, Whatsapp for business, Telegram, Discord, Reddit, Medium, Twitter, Facebook,  (customer support CRM tool), Zoho.

References

*Name:* Noah Kyalo

*Position:* Community Manager at AmaZix.com

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