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Summary

Proactive and passionate about good and quality service provision. Ready to get work done at all times.

I take the old and new tools, use them to make those whose lives and user experiences I must change, satisfied, excited and ready for more.

Some of my tools: Slack and Teams, Jira, VS Code, Android Studio, Datagrip, Google Apps (docs, sheets, slides, meet, calendars), HTML/CSS/Bootstrap, Honey comb, Grafana Loki, Datadog, Postman, Github, Chrome, Javascript, SQL/PostgreSQL and a bunch more. Udemy, YouTube and Google (yes, the learning is part of it all).

Experience

Product Support Associate

SafeBoda

Jul 2021 - Present (1 year 2 months +)

- °Escalate unresolved bug reports and issues to the engineering teams, team managers and other internal teams to ensure great teamwork.
- °Train internal teams troubleshooting techniques, problem solving, technical support, issue escalation methods, analytical skills, reporting writing, customer satisfaction, and how to provide quality feedback to customers.
- °Work with logs and metrics to study performance, identify patterns and make recommendations.
- °Research and identify bugs and other issues and recommend possible solutions to internal teams.
- °Document technical knowledge for study purposes to new team members and other internal teams.
- °Write reports and provide accurate feedback to internal teams and sometimes, customers.
- °Write SQL/PostgreSQL queries to study performance.
- °Use API endpoints to solve technical issues and automate solutions.
- °Work with information technology companies and other third-parties to troubleshoot and resolve issues.
- °Work with the Support Team to ensure great customer relationship management.
- °Work with the leadership to align company goals, ensure great communication and to track progress.

Payments Associate

SafeBoda

Oct 2020 - Jul 2021 (10 months)

- °Executed all financial processes as required.
- °Prepared , submitted , and reviewed payment packages in a timely manner to the finance department.
- °Maintained an organized and consistent filing system for project related financial documents.
- °Analysed data to study business growth and to find ways to ensure growth.
- °Took part in decision making.

Payments Intern

SafeBoda

Oct 2019 - Mar 2020 (6 months)

- ~Liaised with customers, management, and sales teams to better understand customer needs and recommend appropriate solutions.
- ~Consulted outside parties to resolve inconsistencies and created effective solutions.
- ~Investigated and resolved customer inquiries and complaints.
- ~Handled outbound calls and provided customer service to the company's clients.
- ~Inventory management: marketed and promoted the airtime and food & shop products.



Communications Officer

Girl Talk Uganda

Mar 2018 - Oct 2019 (1 year 8 months)

- Cultivated productive relationships and strong communication with other organisations, securing profitable partnerships.
- Read, communicated, and analyzed information and guidelines.
- Wrote features for the organizations' print publications and provided content for the website and social media to promote high-visibility.
- Prepared, organized and managed project schedules to produce deliverables and meet deadlines.

Education



freeCodeCamp

Front-end Dev, Front-end web development

2020 - 2020

HTML, CSS, JAVASCRIPT, REACT, BOOTSTRAP



Kyambogo University

Bachelor's degree, Development Studies

2015 - 2018

- Broke down and rebuilt my thought processes.



Nyakasura School

UACE, Secondary School

2013 - 2014

Licenses & Certifications



Excel for Business Analysts - LinkedIn



Learning SQL Programming - LinkedIn

1d38e0e64b568acf71bf8069ec52c60e990aadee3af0a11c58ddae15d39bafad



Agile Leadership and Resilient Teams - Udemy

UC-d78fb354-4396-43c1-8eb2-c3b2d4b8a0eb

APIs with Postman for Absolute beginners - Udemy

UC-844c553b-4b42-41a0-942d-9a04912e3ed9

REST API Testing, Automation using POSTMAN - Udemy

UC-95a19368-36d7-4446-8b7c-9f50cf3e8eb3

Skills

Web Development • Research • Analytical Skills • Business Analysis • Problem Solving • Technical Support • Information Technology • Communication • Customer Relationship Management (CRM) • Team Leadership

Honors & Awards



Bachelor's Degree in Development Studies - Kyambogo University

Dec 2018