Nicholas Ngeno

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Summary

Results-driven Senior Software Engineer with over 6 years of experience in developing, implementing and maintaining high-performance systems. Proven ability to deliver innovative solutions and lead cross-functional teams. Adept in Java, Spring Boot, SQL,Kafka, Redis, Mongo, Docker, Kubernetes and microservices. Strong background in providing customer support, troubleshooting and resolving system-related issues. Committed to continuous learning and professional development.

Experience

Software Engineer II
Safaricom PLC

Jul 2021 - Present (2 years 7 months)
As a Senior Software Engineer at Safaricom PLC, I have been instrumental in driving digital transformation initiatives by designing and implementing highly available, scalable, and performant microservices platforms. I have achieved the following key accomplishments:

- Built Postpay device and Bundling services that were instrumental in the customer acquisition piller of business. This resulted in an increase of new high valued monthly customers by 20%.
- Designed and built Gomoka gamification engine that was used to reward customers after bundle purchase. This customer retention strategy boosted customer acquisition and retention by 25%.
- Implemented Kafka streaming functionality to existing transactional and non-transactional services, streaming key user actions to the company data lake, providing a 360-degree view of all customers, resulting in a 30% increase in data processing efficiency.
- Optimized and fixed bugs on different services, resulting in an overall improvement in performance, reliability, and efficiency, resulting in a 30% increase in system uptime.
- I actively engaged in ideation and problem-solving sessions, contributing to the collaborative design of innovative systems.

Software Engineer
Techno Brain Group

Mar 2020 - Jun 2021 (1 year 4 months)
As an automation software engineer, I utilized latest technologies to design and develop highly responsive and scalable applications. My key accomplishments include:

- Developed an automation tool to be used to carry out automated tests previously done manually. This increased the production velocity by 20%.
- Developed and maintained new and existing privacy compliance tools in the Microsoft Privacy team.
- Automated release processes to reduce human error.
- Actively participated in code reviews and implemented continuous integration and delivery practices, using Jenkins or similar tools, to maintain the quality and stability of the microservices ecosystem.
- I played a pivotal role in both crafting and executing tests, a contribution that proved instrumental in the release of high-quality software, ultimately ensuring a seamless and reliable user experience.

Technical Support Engineer

Geonet Technologies Limited

Aug 2017 - Dec 2019 (2 years 5 months)

As an IT Infrastructure Support Engineer, I played a pivotal role in ensuring the smooth functioning of the organization's IT systems and networks. Some of my key contributions included:

- Successfully minimized system downtime for clients, resulting in increased productivity and minimized revenue loss.
- Streamlined IT processes, resulting in quicker response times and reduced resolution times for support requests by 20%.
- Implemented cost-effective solutions that reduced IT expenditure while maintaining or improving service quality. This cut the cost by 15%.
- Enhanced system security, ensuring that clients' data and networks were better protected against cyber threats.

Software Engineer Intern

National Health Insurance Fund - Kenya

May 2017 - Aug 2017 (4 months)

- Developed and implemented new feature/modules for an existing software product, showcasing proficiency in design, coding, and testing.
- Optimized code efficiency by identifying and addressing performance bottlenecks, resulting in improved overall system performance.
- Played a key role in identifying and resolving software bugs, demonstrating strong problem-solving and debugging skills.
- Collaborated effectively on cross-functional projects, engaging with colleagues from different departments to deliver high-quality software solutions.

Education

Moi University

Bachelor of Science in Informatics, IT

2012 - 2017

Licenses & Certifications

Cisco Certified Network Associate Routing and Switching (CCNA Routing and Switching) - Cisco

Responsive Web Design certificaion - freeCodeCamp

Javascript Algorithms and Data structures - freeCodeCamp

Applied Data Science I: Scientific Computing & Python (with honors) - WorldQuant University

Microsoft Certified : Microsoft Azure Administrator Associate - Microsoft
Issued Nov 2020 - Expires Nov 2022
H571-6604

Building Web APIs with ASP.NET Core - LinkedIn

Scrum: The Basics - LinkedIn

DevOps Foundations - LinkedIn

Design Thinking: Understanding the Process - LinkedIn

Skills

Java • Spring Boot • JavaScript • React.js • Amazon Web Services (AWS) • SQL • Git •
Containerization • Redis • Continuous Integration and Continuous Delivery (CI/CD)