

# ONWONGA SAMSON MICHIRA

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## PROFESSIONAL SUMMARY

Resourceful and results-driven Software Engineer & Business Analyst with robust experience delivering end-to-end digital solutions across fintech, e-government, and telecommunication domains. Adept at full-stack development, systems integration, and stakeholder collaboration to solve complex business problems. Passionate about building scalable applications that improve operational efficiency, customer experience, and revenue generation.

## CORE TECHNICAL SKILLS

- **Business Analysis & Requirements Engineering:** Requirements elicitation, Process modeling, User stories, Use cases, BRD, FRD, UML
- **Tools & Platforms:** Jira, Confluence, Microsoft Visio, Figma, Excel, Power BI, Postman
- **API & System Integration:** RESTful APIs, JSON, XML, Postman (testing), Integration support
- **Data & Databases:** SQL querying, Data mapping, MySQL, PostgreSQL, MongoDB
- **Cloud & Architecture Awareness:** AWS, Docker, Microservices, CI/CD pipelines (conceptual understanding)
- **Collaboration & Version Control:** Git, GitHub, Bitbucket
- **Technical Proficiency:** Python, JavaScript, PHP, Java (for system comprehension and communication with dev teams)

## PROFESSIONAL EXPERIENCE

### Kenya Revenue Authority (KRA) – Business Analyst (Jan 2023 – Dec 2024)

- Collaborated with stakeholders and technical teams to **gather, analyze, and document business and functional requirements** for integrating over 70 licensed betting firms and digital credit providers into iTax, streamlining tax reporting and improving compliance.

- Conducted detailed **business process analysis and workflow optimization**, resulting in a 20% increase in taxpayer onboarding efficiency and ensuring alignment of system enhancements with the **Tax Procedures Act** for effective iTax integration.
- Managed requirement specification and validation for **eTIMS onboarding modules**, including OSCU, VSCU, reverse invoicing, and buyer-initiated invoicing, ensuring solutions met business needs and regulatory compliance.
- Acted as a liaison between business users and technical teams to **facilitate onboarding support**, troubleshoot integration issues, and ensure smooth adoption of eTIMS across diverse taxpayer groups.

#### **Kimipay Company – Software Project Lead – Remote (2023)**

- Oversaw team priorities and ensured timely project delivery. Led the Kimipay website redesign, reducing load time by 40% to enhance user experience and boost product adoption. Directed backend upgrades by implementing an automated CI/CD pipeline, speeding up deployments and reducing production issues.

#### **Bonganet Solution Company – Technical Support Apprentice (Apr 2018 – 2022)**

- Led the development of the Bonganet Billing System that system to automate billing, customer management, and reporting—reducing manual paperwork by 90% and improving onboarding efficiency, providing technical support that minimized downtime and enhanced network reliability.

#### **Onfon Media – Software Developer Attaché (Aug 2021 – Dec 2021)**

- Provided comprehensive ICT and networking support, managing infrastructure to ensure platform stability. Responded to client requests by integrating bulk SMS and sender ID processing, coordinating technical implementation to enhance communication capabilities and improve user engagement.

## **EDUCATION & PROFESSIONAL TRAINING**

- **ALX Software Engineering Program** – *March 2023 – June 2024*
- **AWS Certified Cloud Practitioner (CCP)** – *Emobilis & Ajira Scholarship, 2024*
- **Google Android Development Program** – *Aug 2021 – Apr 2022*
- **Bachelor of Science in Software Engineering** – *Muranga University, 2018 – 2022*
- **Computer Packages** – *ElgonView College, 2018*
- **KCSE** – *Kanga High School, 2017*

## LEADERSHIP & COMMUNITY IMPACT

**Organizing Secretary – Google Developer Students Association (GDSA), Muranga University  
(Apr 2021 – Aug 2022)**

- I organized and led over 11 developer events and workshops, driving a 22% growth in GDSA's membership, while mentoring peers in Android and Web Development to excel in hackathons and coding challenges, and collaborating with Google Developer experts to create knowledge-sharing bootcamps that fostered community mentorship and continuous learning.

## KEY CAREER ACHIEVEMENTS

- **Increased national tax collection efficiency** by helping integrate 91 betting firm systems into iTax – saving hundreds of man-hours monthly and increasing compliance.
- **Transformed business operations** for Amatech and Bongonet by developing automated financial systems – achieving **11%+ revenue growth** and reducing manual entry errors.
- **Elevated Kimipay's global online presence**, optimizing its core platform and reducing customer acquisition cost through improved site performance.
- **Led GDSA community building**, mentoring over 50 developers and organizing events that spurred innovation among university tech students.

## PROFESSIONAL REFERENCES

### **Mr. Ted Ngicu**

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