OSUKA SAVIN OTIENO

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PROFILE

Hello, I am Osuka Savin Otieno. An individual who is passionate about technology and the finance space. I am on a journey to use my technical skills to offer financial solutions to the African Continent. I am also passionate about taking care of the environment and, sustainable and eco-friendly ways of living. Lastly, I enjoy board games, swimming and mentoring young ones.

EDUCATION

KENYATTA UNIVERSITY   **Nairobi, Kenya**
Bachelor of Science, Computer Science   **2024**
- Relevant Coursework: *Software Engineering, Algorithm and Design Analysis, Data Structures andAlgorithms, Research Methods, Data Science, E-Commerce*

FRIENDS SCHOOL KAMUSINGA   **Bungoma, Kenya**
Kenya Certificate of Secondary Education   **2017**
- Attained 81 points (A Plain).
- Ranked as 2nd best student in Bungoma County and 113th nationally.

PROFESSIONAL EXPERIENCE

EQUITY BANK KENYA   **Nairobi, Kenya**
Core Banking Support Engineer (On-Site) | *Equity Head Office, Nairobi, Kenya*   **Oct 2023 – Present**
- Working hand-in-hand with Site Reliability Engineers to optimize the Core Banking operations and its integrations with other systems.
- Majorly focusing on channel optimization and moving services from the more resource-intensive Finacle Integrator to CBC (ISO) messages.
- Adding Maker-Checker functionality to processes that lacked to ensure the policies and procedures are in place.

E & M TECHNOLOGY HOUSE LIMITED, East and Central Africa.
1. **Finacle Consultant (On-Site) |** *Kampala, Uganda*   **Apr 2023 – Sep 2023**
- Engaged in a pivotal role as a dedicated Finacle Consultant for E & M Tech Uganda, I spearheaded critical initiatives to enhance their Finacle Core Banking System.
- Collaborating closely with E & M Tech Uganda's team, I led the customization of some product menus within the Finacle Core Banking System.
- Leveraging my technical proficiency, I designed and developed custom menus to accommodate specialized banking functionalities unique to E & M Tech Uganda's operations.
- Ensuring seamless adoption of custom menus and system features, I conducted user training sessions for bank staff. This facilitated their proficiency in utilizing the customized functionalities, enhancing their operational capabilities.
- Thoroughly documenting customizations, troubleshooting approaches, and solutions, I facilitated

knowledge sharing and continuity within the support framework.

2. Finacle Support (Remote) | *Nairobi, Kenya*   **Feb 2023 – Apr 2023**

- Engaged as a Junior Finacle Support Consultant, I provided assistance to a diverse portfolio of financial institutions located across the East and Central Africa region.
- Assisting clients in tailoring the Finacle system to their specific operational requirements by configuring features, settings, and workflows accordingly.
- Swiftly identifying and resolving technical glitches and system issues encountered by client institutions, ensuring minimal disruption to their operational activities.

EQUITY BANK KENYA   **Nairobi, Kenya**
Branch Officer, Intern / *Kenyatta Avenue, Nairobi*   **Jan 2018 – Aug 2018**

- Managed customer transactions north of KES 30 million per day, including withdrawals and deposits, resulting in an average transaction success rate of 99%.
- Led cross-selling initiatives for Equity Bank's products and services, resulting in a 35% increase in new product adoption among new branch customers.
- Demonstrated exceptional customer service skills, receiving an average satisfaction rating of 4.8 out of 5 from customers in feedback surveys.

PROJECTS

- **Transaction Code Automation for Reconciliation:** During my tenure at Equity Bank, I played a role in the implementation of an automated transaction code assignment system encompassing over 200 distinct transaction types. This initiative facilitated seamless reconciliation of financial reports while enabling the effective categorization of transactions. This enhanced approach will allow the bank to conduct more comprehensive income analysis, ultimately contributing to informed decision-making processes.
- **Incoming SWIFT and RTGS Transaction Validation:** During my time in Uganda, I successfully developed and deployed a specialized script aimed at intensively validating incoming messages. This script not only ensured the accuracy of the account number associated with the transaction but also verified that the beneficiary's name corresponded precisely to the account being credited.
- **Tailored Passport and ID Number Enhancements:** Also, while in Uganda, I orchestrated the integration of specialized validations for government Employer IDs like IPPS and Force numbers within CRM CIF customer level. I also streamlined Passport number handling by eliminating character restrictions, ensuring compatibility with varying passport formats. These tailored enhancements optimized identification processes for increased flexibility and accuracy.
- **Teller Credit Limit:** I devised a specialized customization script aimed at meticulously validating teller transactions against predefined credit limits. This dynamic script ensured that deposits processed by tellers remained within their authorized credit limits. By implementing this solution, I facilitated precise and real-time control over deposit activities, mitigating potential breaches and upholding financial compliance.
- **Strategic Implementation of New Loan Products:** I orchestrated the seamless introduction of new loan products with precision. This included the establishment of the innovative Green Finance Loan product, aligning the bank with sustainable financing practices. Additionally, I spearheaded the successful integration of USD currencies into three existing loan offerings, broadening the system's currency diversity.
- **Dynamic Charge Customizations:** I devised and executed specialized scripts designed to dynamically adjust over-the-counter and internal transfer charges in accordance with the specifications of distinct product schemes. These scripts enabled the bank to seamlessly align charges with varying product parameters, enhancing transparency and accuracy in fee structures. This customization initiative

underscored my proficiency in tailoring financial operations to meet specific product requirements while optimizing revenue streams.

CORE BANKING SKILLS

- Custom Menu Development
- ONS Customization
- CRM Customization
- MTT and SRV Scripting
- Oracle SQL queries and Report generations
- Finacle Troubleshooting

OTHER SKILLS

- **Programming Languages and Frameworks**: JavaScript (Advanced), ReactJS (Advanced), NodeJS(Intermediate), OracleSQL (Advanced), Java (Intermediate), Python (Intermediate), Unix/Linux(Advanced), Shell Scripting (Intermediate).

- **Computer**: Figma, Microsoft & G-suite.
- **Languages:** Fluent in English and Kiswahili.

LEADERSHIP EXPERIENCE

- **HigherLife Foundation, Kenya Chapter |** *Jan 2019 - Dec 2022*

  Exemplified leadership and dedication by assuming the role of Chairperson within the HigherLife Foundation's Kenya Chapter throughout my university years. Guided by a commitment to the foundation's mission, I successfully orchestrated initiatives aimed at fostering education, empowerment, and social impact within the local community.

- **Equity Leadership Program, Kenyatta University Chapter |** *Sep 2019- Sep 2021*

  Throughout my university I was able to serve as chapter coordinator. During my tenure in the position, I was able to unite and create an active chapter, mobilize members to take part in community welfare, and mentorship.

LEADERSHIP DEVELOPMENT PROGRAMS

- **Equity Leaders Program** / *Jan 2018 – Present*

  A rigorous leadership development program for top-performing Kenyan studentswith the aim of creating a community of transformative leaders who work together across borders and various sectors to drive sustainable economic growth and social progress in Africa.

- **Liquid Scholars' Program** / *Sep 2018 – Present*

  Engaged in the prestigious program offered by HigherLife, an intensive leadership development initiative targeting high-achieving Kenyan students. The program's primary objective is to cultivate a cohort of influential leaders united by their commitment to effecting positive change across borders and diverse sectors, thereby catalyzing enduring economic advancement and societal development throughout Africa.

- **Wings to Fly Leadership Congress |** *Jan 2014 – Nov 2017*
  Annual week-long intensive, inspiring, and educative forum where beneficiaries of the scholarship program get to learn from the role models in society such as successful professionals, government persons, entrepreneurs, and community leaders.

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