

OSUKA SAVIN OTIENO

LinkedIn | <https://www.linkedin.com/in/savin-osuka-783b5516b/>
+254746172500 | osukasavin2001@gmail.com

PROFILE

KENYATTA UNIVERSITY **Bachelor of Science, Computer Science**

Nairobi, Kenya
2022

- Relevant Courses: *Software Engineering, Algorithm and Design Analysis, Data Structures and Algorithms, Research Methods, Data Science, E-Commerce*

FRIENDS SCHOOL KAMUSINGA **Kenya Certificate of Secondary Education**

Kisii, Kenya
2017

- Attained 81 points (A Plain).
- Ranked as 2nd best student in Bungoma County and 113 nationally.

EDUCATION

KENYATTA UNIVERSITY **Bachelor of Science, Computer Science**

Nairobi, Kenya
2022

- Relevant Courses: *Software Engineering, Algorithm and Design Analysis, Data Structures and Algorithms, Research Methods, Data Science, E-Commerce*

FRIENDS SCHOOL KAMUSINGA **Kenya Certificate of Secondary Education**

Kisii, Kenya
2017

- Attained 81 points (A Plain).
- Ranked as 2nd best student in Bungoma County and 113 nationally.

PROFESSIONAL EXPERIENCE

E & M TECHNOLOGY HOUSE LIMITED, East and Central Africa.

- 1. Finacle Support (Remote) | Nairobi, Kenya** **Aug 2023 – Present**
 - Demonstrated adaptability and effectiveness by seamlessly transitioning from an on-site presence to a remote capacity while continuing to support Post Bank Uganda with their Finacle Core Banking System.
 - Successfully diagnosed and resolved production issues remotely, employing remote troubleshooting techniques and collaborating with relevant stakeholders to maintain system integrity.
 - Managed ongoing customization efforts from a remote setting, ensuring the timely development and deployment of custom menus and features to align with the bank's evolving requirements.
- 2. Finacle Consultant (On-Site) | Kampala, Uganda** **Apr 2023 – Jul 2023**
 - Engaged in a pivotal role as a dedicated Finacle Consultant for Post Bank Uganda, I spearheaded critical initiatives to enhance their Finacle Core Banking System.
 - Collaborating closely with Post Bank Uganda's teams, 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 Post Bank 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.

3. **Finacle Support (On-Site)** | *Nairobi, Kenya*

Jan 2023 – Apr 2023

- Engaged as a dedicated Finacle Consultant, I provided comprehensive support and guidance to Equity Bank, a prominent financial institution.
- Providing hands-on expertise in configuring and customizing the Finacle system to align with Equity Bank's unique processes and business workflows.
- Overseeing the technical implementation of Finacle modules, ensuring seamless integration, and adherence to best practices.
- Ensuring that the Finacle system remained compliant with relevant financial regulations and industry standards, safeguarding Equity Bank's adherence to legal requirements.

4. **Junior Finacle Support (Remote)** | *Nairobi, Kenya*

Jun 2022 – Dec 2022

- 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.

5. **Finacle API Integration (On-Site)** | *Nairobi, Kenya*

Jan 2022 – Jun 2022

- As a skilled professional with expertise in integrating Finacle APIs, I successfully orchestrated the seamless integration of Finacle with the Angular framework.
- Engineered a robust solution to retrieve and display real-time customer account information, fostering swift decision-making for financial transactions.
- Created an intuitive interface to present comprehensive transaction histories, empowering users to review and analyze their financial activities conveniently.
- Created visually appealing and informative dashboards to present critical financial data, empowering users with insightful insights into their financial portfolio.

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 pivotal 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 allowed the bank to conduct more comprehensive income analysis, ultimately contributing to informed decision-making processes.
- **Incoming SWIFT and RTGS Transaction Validation:** During my time at Post Bank 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. This meticulous validation mechanism bolstered the bank's operational integrity and fortified the accuracy of financial transactions.
- **Tailored Passport and ID Number Enhancements:** Also, while at Post Bank, I orchestrated the

integration of specialized validations for government Employer IDs like IPPS and Force numbers within CRM CIF customer level. 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 bank's currency diversity. These strategic enhancements further diversified the bank's portfolio and positioned it to cater to evolving market demands.
- **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.

RELEVANT SKILLS

- Custom Menu Development
- ONS Customization
- CRM Customization
- MTT and SRV Scripting
- Oracle SQL queries
- Cron Job development

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 vice secretary. 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 students with 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.

OTHER SKILLS

- **Programming Languages and Frameworks:** *JavaScript (Advanced), ReactJS (Advanced), NodeJS (Intermediate), Angular (Intermediate)*
- **Computer:** *Figma, Microsoft & G-suite.*
- **Languages:** *Fluent in English and Kiswahili.*

REFEREES

Mr. Sylvester Kisalu

Senior Finacle Consultant.

Skype name: live:silvesterkisalu