

ANNRITA MUKAMI GITONGA

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PROFILE

I am a result-oriented go-getter and self-driven individual, who is seeking opportunities in a conducive environment that will bring out my full potential and growth.

WORK EXPERIENCE

July 2024 – : Fellow – Software Engineer at Qhala

Accomplishments:

1. CANEX PROJECT ADMIN FRONTEND CONTRIBUTION
-Built UI and API integration: Group Messaging - chatroom, subscriptions, payments, billing and invoices
2. CANEX PROJECT USER-SIDE FRONTEND CONTRIBUTION
-Conducted frontend unit tests using Playwright to ensure system reliability
3. CEMA PROJECT FRONTEND CONTRIBUTION
-Implemented frontend UI changes. eg, CEMA Datawarehouse using [Vue.js/Vuetify](#)
-Enhanced SEO through metadata, sitemap, and robots.txt file creation. eg on CEMA Datawarehouse
4. CEMA FELLOW PROJECT CONTRIBUTION
-Developed a basic backed system(Water Consumption habits and business feasibility analysis)
(mongoDb/Postman/JavaScript/[Node.js/Express](#))
5. GLOBAL ROOFING GROUP PROJECT CONTRIBUTION
-Conducted REST API Documentation - Acumatica ERP
-Data extraction and entry from CoStar

October 2023 – March 2024 : Technology Intern (Enterprise System Support) at Safaricom PLC

Accomplishments:

1. Improved Oracle Identity Cloud Service efficiency by cleaning around 1,000 contractors saving the company around Ksh.350,000.
2. Database tasks (e.g., Querying MySQL/Oracle Databases for troubleshooting purposes).
3. Reprocessing failed transactions on POS systems hosted on AWS.
4. Implementing around 250 role matrices on Sailpoint Identity Solution.
5. Pushing workflows and re-assigning approvals and timecards on ERP System
6. Set-up of dashboards in ELK system and monitoring systems.
7. Raising tickets/changes following the ITIL change process.
8. Cleaning 241 inactive users from Oracle Identity Cloud Service. According to statistics from the IDCS system, each user was charged approximately Ksh.350 per day. By conducting this clean-up regularly, the company saved approximately Ksh.84,350.

EDUCATIONAL BACKGROUND

2019-2024	Bachelor of Science in Telecommunication and Information Technology		Kenyatta University
2015-2018	KCSE	Loreto High School Limuru	
2010-2014	KCPE	Kathigiri Boarding Primary school	
PROFESSIONAL CERTIFICATIONS			
2025	<ul style="list-style-type: none">▪ Introduction to Identity Security Cloud▪ AI Programming with Python(AWS in Partnership with Udacity)▪ Generative AI with AWS▪ AWS Solution’s Architect▪ Sailpoint Identity Solution▪ Network Security Certification Program		
2024			
2023-2024			
2022			

TECHNICAL SKILLS

- Programming & Web Development - HTML, CSS, JavaScript, Vue.js, Vuetify, Python
- Databases : MySQL, Oracle SQL developer, NoSQL(MongoDB)
- DevOps Tools: Github, ELK Stack
- System Support: Sailpoint, Oracle Identity Cloud Service, POS, IDM, Wezesha
- Troubleshooting: failed POS transactions
- Monitoring: System performance monitoring

SOFT SKILLS

- Collaboration using Agile practices (Jira, Confluence)
- Customer service e.g., prompt answering of support calls, emails and live chat.
- Communication and stakeholder engagement.

EXTRACURRICULAR ACTIVITIES

<u>YEAR</u>	<u>ACTIVITY</u>
2024(April)	<ul style="list-style-type: none">• AWS Deep Racer Mentor –AWS Kenya Community Day• Participant during Safaricom Interns hackathon• Participant during Safaricom Innovation Week - Vodafone HACK-A-LYMPICS• Volunteer mentor (web development) at Kids in Technology Bootcamp at Safaricom PLC• Volunteer official at Ambassador's Ladies Football Cup Tournament (Girls under 16)• Kenyatta University women football team goalkeeper
2024(March)	
2024(Feb-March)	
2023	
2023	
2019-2023	<p>During my free time, I enjoy football, exploring dance styles like reggaeton and cumbia, and experimenting with new recipes.</p>

REFEREES

Name: Barbara Osiro
Work: Business Manager - Qhala
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Name: Christopher Somek
Work: Manager – Enterprise Systems Support – Safaricom PLC
E-mail address: csomek@safaricom.co.ke
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Name: James Mwangi
Work: Supervisor – CityNet Fiber Connections Limited
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Name: Dr. Raphael Nyenge
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