MR. CHARLES KITONGA

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CAREER OBJECTIVE

I am looking for a challenging role in an organization to utilize my technical skills as well as seeking a Process Quality Engineer profession with an outstanding career opportunity that will offer a rewarding work environment along with a winning team that will fully utilize my analytical and problem solving skills.

WORK EXPERIENCE

April, 2022 - Present: **Safaricom Telecommunications Ethiopia PLC - Technology Division**

→ Team Lead for Enterprise Business Unit Core Product.

→ Spearheaded SIM Tests and Device Readiness Tests that are currently being used by Ethiopian citizens.

→ Offered mentorship to the QA team through upskilling by suggesting courses such as ISTQB and interpersonal skills training by ensuring the team is able to communicate and collaborate on a project leading to the successful launch of the prepay product in Ethiopia.

→ Pioneered API testing using Postman tool and currently learning Rest Assured framework for automation of the API test for various systems involved to ensure delivery of Postpay service.

→ Launched the Enterprise Business Unit Prepay product.

→ Performing regression tests after system upgrades before and after deployment to production.

February, 2022 - April, 2022**: Safaricom PLC - Technology Division**

➔ Part of the Software Engineering Testing team for Safaricom Products.

➔ Achieved Scrum Fundamentals Certification.

➔ Achieved 6 Sigma Certification.

➔ Part of the team handling eKYC Application manual and automation Testing using selenium.

➔ Assigned to CRM testing managing all the test cases and providing reports.

➔ Learning performance testing using JMeter.

➔ Finalist in Safaricom Hackathon event - Presented an Event Wallet Platform.

January, 2021 – September, 2021**: Upscale Technologies** - **Software Developer**

➔ Developed the company's UI product as part of the frontend team**.**

➔ Performed Unit Tests on code using white Box testing to ensure quality code is deployed to production.

➔ Helped train an intern into the company's working products and frontend technologies.

➔ Refined files with improved code as part of the team's code performance tests on non-functional testing.

➔ Tasked with improving the quality of code through code reviews on GitHub.

August, 2020 – December, 2020 : **Skillsday Limited** - **Software Engineer**

➔ Developed a Learning Management System for the company using Laravel framework.

➔ Created User Acceptance Tests on Learning Management Platforms.

➔ Assisted on Black-Box testing reporting to the Product Owner.

January, 2020 – April, 2020:   **Payflick Limited** - **Software Developer & Technical Support**

➔ Part of the team that built a restaurant E commerce platform.
➔ Assisted in the Development of the company's Ordering & Delivery System Platform. ct.

February - April 2019: **Your Apps Ltd** - **Software Developer & Technical Support intern**

➔ Tasked with development of the company's job card application.
➔ Installation and upgrading of window's operating systems.
➔ Configuring laptops, printers, scanners and email accounts.
➔ Troubleshooting Printers and other computer peripherals.

February- March 2017: **Defence Forces Canteen Organization** -

Information Technology intern

➔ Installation and upgrading of various operating systems.
➔ Configuring laptops, printers, scanners and email accounts.
➔ Troubleshooting PCs, laptops, Printers and other computer peripherals.
➔ Help desk ticketing, mail and document administration.
➔ Networking skills and troubleshooting techniques.

PROFESSIONAL QUALIFICATIONS

➔ Certified Public Accountant(Part1) - Strathmore University.
➔ Microsoft Azure AZ900 Certificate - Microsoft.
➔ Google Developer Program Certificate - Google.

➔ Scrum Fundamentals Certified - SCRUMStudy

➔ Six Sigma Yellow Belt Professional - 6SigmaStudy

EDUCATION BACKGROUND

2017-2019:   Bachelor of Business Information Technology (Business Intelligence Major) .

Second Class Upper Division.

Strathmore University

2016 - 2016:   Diploma in Business Information Technology.

Strathmore University.

2011-2014:   Kenya Certificate of Secondary Education

St. Charles Lwanga School-Kitui.

2008-2010:   Kenya Certificate of Primary Education

Bishop Kioko Boarding Primary School- Machakos

EXTRA CURRICULAR ACTIVITIES

➔ Member of Google Developers Group in Strathmore (2017).

➔ Member of the Strathmore French club (2017)

HOBBIES AND INTERESTS

1. Being involved with charities.
2. Traveling.
3. Learning new languages.

REFEREES

1. **Ephraim Gikwa**
   Software Quality Engineer
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2. **Benjamin Mwendwa**

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