DAVID MWANGI KARIUKI

SOFTWARE ENGINEER

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EXPERIENCE

SAFARICOM PLC, NAIROBI – SENIOR SERVICE RELIABILITY ENGINEER
JUNE 2023 – PRESENT

- Delivered automation tools for internal processes saving a cumulative of 762 man-hours per month
- Architected machine learning process to detect health degradation in production services reducing demand for support engineers by 30%
- Created end-to-end automation templates there by increasing developers productivity by 90%
- Implemented scalable open-source solutions, optimizing operational workflows and reducing software licensing costs by 25%, contributing to the organization achieving significant cost leadership in a competitive market

SAVANNAH INFORMATICS LTD, NAIROBI – SENIOR SOFTWARE ENGINEER
MARCH 2020 – JULY 2022

- Managed a 5-member cross-functional (product, engineering, sales, support) team and coordinated with six senior business partners toward the successful launch of an e-commerce platform
- Developed a robust messaging framework that processes over 100,000 messages per second; increased user engagement and satisfaction scores by delivering information in near-real-time, resulting in improved customer retention rates
- Orchestrated observability and error reporting of the backend fleet using tools such as Jaeger and Sentry; increasing visibility into the internal state of the fleet by 60%
- Coached and mentored a growing team of software engineers; provided clear and constructive feedback and created opportunities for learning and growth; reduced team churn by 70%

- Communicated with stakeholders to collect requirements, and describe product features, technical designs and product strategy, gaining an alignment of engineering effort and expected outcome; reducing the risk of rework by 70%

SAVANNAH INFORMATICS LTD, NAIROBI – SOFTWARE ENGINEER
NOVEMBER 2017 – MARCH 2020
- Collaborated with product development teams to refine features based on feedback from 200+ healthcare providers during the rollout; the enhancements played a key role in acquiring a 60% increase in the customer base
- Engaged in a customer-centric on-call initiative, addressing urgent client needs during non-business hours, resulting in a notable improvement in NPS by 10% each quarter and reinforcing client trust in the service team
- Owned, refined, and tuned integrations between in-house applications with third-party applications achieving 40% efficiency along the value chain

BLACKSPACE KENYA, NAKURU – LEAD DEVELOPER
DECEMBER 2015 – SEPTEMBER 2017
- Built a platform that allowed farmers to invest in Agricultural research leading to a 10% increase in research products sales

COELIB INNOVATION CENTER, EGERTON UNIVERSITY, INTERN
MAY 2015 – DECEMBER 2015
- Migrated research data from a locally hosted server to the cloud cutting operation costs by 65%

EDUCATION

EGERTON UNIVERSITY - Bachelor of Arts in Philosophy and Sociology
NOVEMBER 2011
- Engaged in extracurricular coding competitions, ranking in the top 10% out of 140 participants; this experience not only honed technical skills but also provided opportunities to collaborate and exchange ideas with like-minded peers

ADDITIONAL INFORMATION
- **Technical skills :** Golang, Python, Rust, Typescript, ELK, Machine learning, Docker, Cloud computing (GCP), PostgreSQL,REST,GraphQL, GRPC, CI/CD,Kubernetes
- **Soft skills :** Leadership, Teamwork, Human-centered design thinking, Decision making, Analytic thinking, Willingness to learn, Creativity, Dependability, Empathy