IAN BRIAN OTIENO

SOFTWAREENGINEER | MOBILE DEVELOPER

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SUMMARY

Dynamic Software Engineer with expertise in crafting scalable web and mobile applications using frameworks like Angular, React, Flutter, and Next.js. Proficient in building responsive, user- centric interfaces with seamless cross-platform compatibility, leveraging databases such as MongoDB and MySQL for robust data management. Experienced in Agile methodologies, including Scrum, with a proven track record of leading teams, managing project deliverables, and aligning solutions with business objectives. Skilled at tackling technical challenges, mentoring peers, and driving innovation to deliver high-quality digital experiences.

TECHNICAL SKILLS

- **Frontend Development:** Angular, React, Flutter, Next.js, Ionic (Angular/React), React Native, HTML5, CSS3, Tailwind CSS, Bootstrap
- **Backend Development:** Spring Boot, Python(Django)
- **Databases:** MongoDB, MySQL, Firebase, SQL query optimization, NoSQL schema design
- **Programming & Scripting:** JavaScript, TypeScript, Dart, Java, Python
- **Development Tools:** Git, npm, Webpack, VS Code, Android Studio, Xcode, Netlify, WordPress
- **Testing Tools:** Postman (API testing), manual testing, Firebase Test Lab (mobile testing)
- **Methodologies & Practices:** Agile, Scrum, Test-Driven Development (TDD), Continuous Integration/Continuous Deployment (CI/CD), responsive and cross-platform design
- **Documentation & Collaboration:** Jira, Confluence, Trello, Microsoft Office (project documentation), GitHub (code collaboration), Slack

PROFESSIONAL EXPERIENCE

CresWave Ltd,   **Jan 2023 - Nov 2024**
Nairobi, Kenya
Software Engineer

- Develop user interfaces for web and mobile applications.
- Implement responsive designs and ensure cross-platform compatibility across web and mobile devices
- Create reusable components and modules for both web and mobile applications to ensure scalability and reusability
- Work closely with product owners and stakeholders to prioritize and plan project backlogs, ensuring that sprint goals are aligned with business objectives.
- Develop RESTful APIs and backend services using Spring Boot to support web and mobile applications.
- Design and implement database schemas and integrations with Spring Boot for efficient data storage and retrieval.

Ministry of Interior – Huduma Namba (NIIMS),   **Feb 2021- Dec 2023**
Nairobi, Kenya
Scrum Master

- Manage the Scrum process with a team of over 40 engineers to deliver mission-critical projects for the ministry.
- Work closely with product owners and stakeholders to prioritize and plan project backlogs, ensuring that sprint goals are aligned with business objectives.
- Conduct daily stand-up meetings, sprint planning, sprint review, and retrospective meetings, ensuring that team members are engaged and motivated.
- Identify and remove impediments to team productivity, working with stakeholders to resolve issues quickly and efficiently.
- Coach and mentor team members on Agile and Scrum practices, promoting a culture of continuous improvement.

Ministry of Interior – Huduma Namba (NIIMS),   **May 2019 - Dec 2021**
Nairobi, Kenya
ICT Support

- **Technical Troubleshooting:** Diagnosed and resolved issues with biometric registration kits, computers, and network connectivity at registration centers, ensuring minimal disruptions during high-volume data capture.
- **System Installation and Configuration:** Set up and configured hardware, operating systems, and specialized software for biometric data collection, enabling accurate registration at both fixed and mobile NIIMS sites in Nairobi.
- **Network Monitoring:** Monitored network performance to ensure stable and secure data transmission from registration points to the central NIIMS database, applying updates to maintain system integrity.
- **User Support and Training:** Provided hands-on technical assistance to registration officers, troubleshooting system errors and guiding them on biometric tool usage. Delivered training sessions and created user guides to improve staff proficiency and streamline operations.
- **ICT Asset Management**: Maintained an inventory of NIIMS equipment, including biometric kits and computers, ensuring proper functionality and compliance with software licensing requirements.

Ministry of I.C.T – Presidential Digital Talent Program,   **May 2018 - May 2019**
Nairobi, Kenya
ICT Support Intern

- **Help Desk Technician:** Diagnosed and resolved end-user device and software issues, configured workstations, monitored basic network connectivity, provided user guidance with FAQs, and tracked IT equipment inventory for compliance.
- **Desktop Support Engineer**: Fixed hardware/software problems on desktops, deployed system images, ensured network access, supported users with upgrades and training, and managed hardware inventory for maintenance.
- **Network Support Technician**: Troubleshot network connectivity issues, configured routers/switches, monitored traffic with tools like SolarWinds, guided staff on VPN usage, and maintained network equipment records.
- **Systems Administrator**: Resolved server issues, configured virtual/physical servers, monitored performance, supported user access with documentation, and oversaw server inventory for licensing compliance.
- **IT Support Analyst**: Analyzed recurring issues, configured applications, tracked support metrics, provided tier-2 support with training, and maintained software license records.

EDUCATION

Bachelor's Degree in Computer Science   **May 2013- May 2016**

Catholic University of Eastern Africa

Certifications

- **Scrum Master –** Scrum.org, 03/2023.
- **Moringa School -** Software Engineering 2023
- **Technical Support Fundamentals –** Coursera, 02/2023
- **Huawei Certified Network Associate (HCNA) –** Zetech University, 08/2018
- **Google Digital Skills Training –** eMobilis Mobile Technology Institute, 09/2018
  Introduction to Network Operations – Internet Society of Kenya, 08/2018 – 09/2018