JACK OGONDA OMONDI

SOFTWARE ENGINEER | TECHNICAL SUPPORT LEAD

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Portfolio Page || GitHub

PROFESSIONAL PROFILE

Software engineering and technical operations professional with 6+ years of experience across software development, fintech systems, IT support and digital operations. At Zone01 Kisumu, I develop and debug software using Go, Python and JavaScript, contribute to peer code reviews, and build delivery workflows using GitHub Actions and CI/CD practices. Hands-on exposure to Docker, VPS-based deployment, Linux environments, Nginx reverse-proxy configuration and AI-assisted coding and code review. I Bring a practical operations mindset shaped by troubleshooting payment systems, documenting recurring issues, supporting users and improving service reliability. I am Interested in building secure, repeatable and maintainable software delivery processes.

TECHNICAL SKILLS

DevOps and Delivery: GitHub Actions, CI/CD workflow creation, Git/GitHub, Docker, VPS deployment, Nginx, release and deployment workflows

Systems and Operations: Linux/Ubuntu, command-line troubleshooting, web hosting, DNS, system configuration, technical support, incident troubleshooting

Development: Go (Golang), Python, JavaScript, TypeScript, SQL, REST APIs, Backend and Frontend development

Quality and Security: Code reviews, AI-assisted code review, debugging, unit testing, secure coding awareness, root-cause investigation, documentation

Database and Web Design: MySQL, SQLite,PostgreSQL HTML5, CSS3, Jquery, Tailwind CSS, Bootstrap, WordPress, payment gateway integrations (Mpesa, Paystack)

Soft Skills: Team collaboration, technical documentation, user training, issue prioritization, continuous learning and process improvement

PROFESSIONAL EXPERIENCE

Software Engineering Associate – Full-Stack Developer | ZONE 01 KISUMU | *Apr 2026 – Present*

- Develop, test and debug software using Go, Python, JavaScript and related tools, working to team coding standards.
- Create CI/CD workflows with GitHub Actions to automate steps in the software delivery process.
- Use Docker to package applications and work with VPS environments and Nginx for application deployment and web traffic routing.
- Use AI-assisted development tools and AI code reviews to support code analysis, quality checks and faster debugging; validate suggestions through engineering judgment and testing.
- Author clean commits, maintained 90%+ unit test coverage on relevant work, and participated in 40+ peer code reviews.
- Resolved high-priority software bugs, contributing to a reported 15% improvement in application stability.
- Collaborate with engineers through technical discussions, code reviews, sprint activities and iterative problem-solving.

Technical Lead and Digitization Trainer | WiseHub **|** *June 2024 – Jan 2026*

- Supported organizational IT and digital infrastructure and led technical work connected to the Digital Platforms Kenya (DigiKen) programme.
- Managed web platforms, cPanel configurations, DNS settings, website updates, responsiveness and basic security practices.
- Built and maintained websites and digital tools, troubleshooting platform and user issues and improving online service delivery.
- Helped prevent a distributed denial-of-service (DDoS) attack and maintained current information on the organization's chatbot.
- Trained 500+ young people and over 300 Kisumu County Officials in Digital Literacy and Artificial Intelligence by Kenya School of Government, and 50+in web design and supported teams and community members with digital literacy and technology adoption.

Merchant Support and Agency Banking Technical Support Lead | Hallopay | *Oct 2019 – Apr 2024*

- Provided end-to-end technical support for Electronic Funds Transfer POS terminals and payment systems, including diagnosis, troubleshooting, testing, repairs, replacements and follow-up.
- Managed support for a portfolio of 1,500+ customers and agents, prioritizing issues and coordinating field support.
- Created a technical support knowledge base that improved consistency and helped reduce recurring support issues by 25%.
- On-boarded and trained merchants and agents, contributing to a 50% increase in daily transaction completion rates.
- Prepared customer and support reports, documented recurring problems, and mentored field staff on procedures and service quality.
- Recognized as Employee of the Year in 2022.

Web Designer and Developer | Esafe Systems **| May 2023 –** *Oct 2018 – Sept 2019*

- Designed and developed the company website and web-based system, translating business needs into clear, usable digital experiences.
- Built and updated responsive web pages, maintained site content and supported functionality testing and troubleshooting.
- Worked across the website lifecycle, from design and implementation to deployment updates and ongoing improvements.

SELECTED PROJECTS

Dev Forum *(Go, HTML, CSS, JavaScript, SQLite3, Docker)*
Built a lightweight forum with user posts, comments, topic categories, reactions and filtering, packaged in a containerized environment.

DukaMart – Multi-vendor E-commerce *(Go, Tailwind CSS, MySQL, Paystack)*
Designed and deployed a multi-vendor e-commerce application and integrated payment webhooks for automated collection and transaction confirmation.

EDUCATION

- Diploma in Information Technology
- Diploma in Website Development and Design
- Diploma in Business Administration – University of Nairobi

CERTIFICATIONS & ADDITIONAL TRAINING

Cybersecurity | Data Science & Analytics | Artificial Intelligence, Data Protection & Safety | Effective Business Website Design