

# Martin Owaga

Software Developer

## CONTACT INFORMATION

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## SUMMARY

- Over 4 years of experience in backend software development.
- Core competencies in Continuous Integration & Continuous Delivery practices, unit/integration testing frameworks, cloud services, K8s, Identity Access Management, event-driven web services, virtualization, and container technologies.
- 10 years experience in systems analysis and IT end-user support.
- Proven track record in building highly scalable micro-service architectures for enterprise products.

## EXPERIENCE

### Nairobi, Kenya

Jan 2019 - Present

#### Software Developer

Green Office Solutions

##### Responsibilities:

- Create and develop APIs and database designs as well as develop features and functionality for existing software applying independent judgement and professional expertise
- Provide support for existing applications including troubleshooting and bug fixes
- Train support staff and other team members on the proper use and troubleshooting of software applications
- Serve as point of contact for business users, app support, and other developers for questions regarding current applications and processes
- Perform project management duties for development of applications;
- Add features, fixes, and enhancements to new and existing applications, processes, and reports; identify technology to use and determine solution for development of new features and enhancements
- Troubleshoot and analyze issues with applications, processes, data, and reports; determine appropriate action to follow to resolve issues
- Test application code, features, functionality, and fixes; provide quality assurance (QA) for developers as needed
- Collaborate with Developers, Business Analysts, and users to assist in supporting day-to-day business functions
- Create new documentation and update existing documentation for IT systems and process; determine the related format, process, and diagrams to be used in the creation of materials
- Code, test, debug, document, and implement web applications using a variety of languages and platforms

##### Achievements:

- Developed clear specifications for AgriTech M2M/IoT micro-service architecture that helps farm owners monitor their crops during different phases of growth to gain valuable analytics for decision making
- Designed cloud native APIs serving 100,000s of requests per month maintaining 100% uptime

### Huddersfield, United Kingdom

Aug 2018 - Dec 2018

#### SailPoint Identity IQ/Now Developer

Identity Experts

##### Responsibilities:

- Apply API programming in Python and Java to build Role Based and Attribute Based Access control strategies (RBAC) for access to sensitive systems and data
- Develop organizational documentation, workflow diagrams, and test scripts
- Designing and implementing identity and access management solutions using SailPoint IdentityIQ platform.
- Collaborating with stakeholders to gather requirements and define access control policies and workflows.
- Configuring and customizing SailPoint IdentityIQ to meet the organization's specific needs and requirements.
- Developing and maintaining SailPoint integration connectors for various systems, such as Active Directory, HR systems, and applications.
- Conducting system analysis and troubleshooting to ensure the stability and performance of the SailPoint environment.
- Managing user access provisioning and deprovisioning processes, including role-based access control and entitlement management.
- Performing regular audits and reviews to ensure compliance with security policies and regulatory requirements.
- Participating in the planning and execution of SailPoint upgrades and enhancements.
- Providing support and assistance to end-users regarding access requests, password resets, and other identity management-related inquiries.
- Keeping up-to-date with industry trends and best practices in identity and access management to continuously improve the SailPoint environment.

##### Achievements:

- Trained to become resident expert in SailPoint Identity IQ and Identity Now.

### Leeds, United Kingdom

Aug 2017 - Aug 2018

#### Microsoft Office 365 Identity Service admin

Telefonica/O2

##### Responsibilities:

- Managing user identities and access: Creating and managing user accounts, groups, and distribution lists within the Office 365 environment.
- Implementing identity and access management policies: Defining and enforcing identity and access management policies, including password policies, multi-factor authentication (MFA), and conditional access policies.
- Managing authentication and single sign-on: Configuring and managing authentication methods, such as Azure Active Directory (Azure AD) Connect, federated identity, or password hash synchronization.
- Monitoring and troubleshooting: Monitoring the health and performance of the identity services, investigating and resolving issues related to user authentication, access, and synchronization.
- Security and compliance: Implementing security measures and best practices to protect user identities and Office 365 resources. Including managing security features like Azure AD Privileged Identity Management, role-based access control (RBAC), and enforcing data protection policies to meet compliance requirements.
- Providing user support and assistance for identity and access-related queries, password resets, and access requests. Educating users on best practices for secure access and identity protection.
- Collaboration and integration: Collaborating with other IT teams, such as network administrators, application owners, and security teams, to ensure seamless integration of Office 365 identity services with other systems and applications.

##### Achievements:

- Reduced customer complaints by 50%: By analysing customer support tickets and identifying common issues, I developed new troubleshooting guidelines and provided training to the support team. This resulted in a significant reduction in customer complaints and improved customer satisfaction.
- Implemented Phase 1 of integration projects, moving thousands of users and shared mailboxes from on-premise Exchange servers to Office 365.

### York, United Kingdom

Nov 2016 - Jul 2017

#### Sage 200 ERP Application Support Engineer

OneSys

##### Responsibilities:

- Providing technical support: Assisting customers with troubleshooting and resolving technical issues related to Sage 200 software. This involves analysing and diagnosing problems, researching solutions, and providing timely and accurate resolutions to customer inquiries.
- Customer relationship management: Building and maintaining strong relationships with customers by effectively communicating and understanding their business needs.
- Software installation and configuration: Assisting customers with the installation, setup, and configuration of Sage 200 software.
- Training and user support: Conducting training sessions and workshops to educate users on how to effectively use Sage 200 software.
- System upgrades and maintenance: Assisting customers with system upgrades and ensuring that the Sage 200 software is up to date with the latest versions and patches.
- Documentation and knowledge sharing: Documenting support activities, including troubleshooting steps, resolutions, and best practices.
- Collaboration and escalation: Collaborating with other support consultants, developers, and technical teams to escalate and resolve complex customer issues.

##### Achievements:

- Communicated technical development stages and provided design support to stakeholders.
- Resolved product design, and launch concerns to achieve customer's targeted business goals
- Participated in design and planning exercises for future software rollouts.
- Resolved IIS problems to provide normal program functioning.
- Improved SQL backup scripts to optimize storage, created Microsoft Azure cloud infrastructure to host Sage 200c (ERP and Accounting Software)-creating new revenue streams.

### Nairobi, Kenya

Feb 2007 - Jul 2016

#### User Support Specialist

FHI360

##### Responsibilities:

- Installing, configuring, and maintaining computer systems and applications, including servers, databases, and operating systems
- Diagnosing and resolving hardware, software, and networking problems
- Conducting routine maintenance tasks, such as applying software updates and patches, and monitoring system performance
- Collaborating with other IT teams to implement new technologies and system upgrades
- Documenting system configurations, procedures, and troubleshooting steps
- Ensuring that systems are compliant with security and data protection policies and standards
- Participating in on-call rotations and responding to system emergencies outside of regular business hours
- Continuously researching new technologies and industry trends to enhance system performance and reliability
- Supported and implemented computer networks, including LANs, WANs, and other data communication systems
- Collaborated with other IT professionals, including network administrators, security analysts, and application support engineers, to ensure effective communication and coordination of systems-related tasks

##### Achievements:

- Documented systems runbooks, configurations, and processes to maintain accurate and up-to-date records
- Managed systems-related projects, including upgrades, migrations, and expansions, ensuring timely and successful completion
- High customer satisfaction ratings: Achieving consistently high customer satisfaction scores by providing prompt, efficient, and effective support to users. This can be measured through customer feedback surveys, testimonials, or positive reviews.
- Reduced support ticket resolution time by implementing strategies and process improvements that lead to a significant reduction in the average time it takes to resolve user support tickets.
- Increased first-call resolution rate: Increasing the percentage of support inquiries that are resolved on the first interaction with the user.

## EDUCATION

### Hertfordshire, UK

Sep 2010 - Nov 2013

#### Computer Science

University of Hertfordshire

## SKILLS

Software Development  
VMWare ESXi  
Microsoft Azure Active Directory  
Python  
ERP Application Support  
Identity & Access Management  
Collaboration

SQL  
Google Cloud Platform  
Cisco CLI  
Office 365  
Sailpoint Technologies  
End-User Training & Support  
Customer Service Orientation

## CERTIFICATIONS & COURSES

ITIL (The Information Technology Infrastructure Library)

CompTia Security+