

DENNIS MURIITHI MURAGE

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PROFESSIONAL SUMMARY

Software Engineer with over 6 years of experience designing, building, and scaling backend and cloud-native systems for high-traffic consumer and enterprise platforms. Proven record of delivering reliable microservices, shipping user-facing features used by thousands of customers, and collaborating effectively in large, distributed engineering teams. Strong experience with Java, Node.js, Python, Docker, Kubernetes, and cloud platforms including GCP and Azure. Passionate about platform reliability, system scalability, and enabling teams to ship high-quality software efficiently.

TECHNICAL SKILLS

Programming Languages: Java, JavaScript, TypeScript, Python

Backend & APIs: Node.js, Flask, REST APIs, Microservices

Frontend & Mobile: React, React Native, Android

Cloud & DevOps: Docker, Kubernetes, GCP, Azure Web Apps, Azure Storage

Data & Systems: Apache Spark, Distributed Systems

Databases: MySQL, PostgreSQL, MongoDB

Operating Systems: Linux (Alpine), MacOS, Android, Linux (Ubuntu), iOS, Windows

PROFESSIONAL EXPERIENCE

1. Senior Software Engineer / Software Engineer (Digital Platforms)

Safaricom — Nairobi, Kenya (Hybrid)

July 2019 – Present

- Designed, developed, and maintained backend microservices and APIs supporting MySafaricom, Safaricom Home, and Safaricom Web App, serving over 10,000 daily active users.
- Collaborated within a 30+ engineer microservices organization to deliver scalable, containerized services using Java, Node.js, Docker, and Kubernetes, maintaining 99.9% service availability, p95 API latency under 300ms, and error rates below 1%.

- Played a key role in migrating and consolidating Safaricom Home functionality into MySafaricom, reducing product complexity and improving customer experience.
- Implemented backend features that enable customers to view data bundle balances and purchase Home Fiber subscriptions online, handling thousands of daily requests, and contributing to a 20–30% reduction in customer support requests.
- Supported the MySafaricom Beta release by onboarding over 5,000 users, stabilizing APIs under increased load, resolving high-priority bugs within 24–48 hours (about 4 days), and maintaining consistent throughput during peak traffic.

Selected Achievements:

- Helped launch a beta product serving 5,000+ users with minimal post-release issues
- Delivered production features across web and mobile channels in a regulated telecom environment

2. Software Engineer (External Apprenticeship)

Andela (Client: Claron Health International) — Accra, Ghana (Remote)

May 2020 –December 2021

- Designed and maintained a microservice architecture supporting three core healthcare systems with 99.9% uptime.
- Built backend services in a distributed environment while adhering to enterprise security and reliability standards.
- Worked closely with senior engineers and product stakeholders to translate requirements into scalable technical solutions.
- Optimized backend APIs handling approximately 1,000 requests per second by improving database queries and introducing connection pooling, reducing average response time by 99%.
- Implemented centralized logging and monitoring using Prometheus, Grafana, and ELK, introducing alerting and operational playbooks that reduced incident MTTR from 3.5 hours to 30 minutes.

Selected Achievements:

- Led mentorship and onboarding for junior engineers; created CI/CD templates and pipelines that improved deployment frequency by 3x.
- Led security hardening and proactive threat monitoring resulting in zero production security breaches in 12 months.
- Designed and operated a microservices-based platform on AWS supporting two countries and over 1000 daily active users, achieved 99.9% uptime and reduced system incidents by 80% year-over-year.

3. Software Engineer (External Apprenticeship)

Andela (Client: Safaricom) — Nairobi, Kenya (On-site)

January 2019 – October 2019

- Embedded within a client-facing engineering team delivering production systems for a Tier-1 telecommunications provider.
- Built and maintained backend services in a distributed microservice architecture and collaborated with product stakeholders to deliver secure and scalable solutions.
- Gained hands-on experience with cloud-native development, containerization, and Kubernetes-based deployments.

Selected Achievements:

- Contributed to multiple successful production releases for a mission-critical telecom platform
- Operated effectively within large, cross-functional, globally distributed teams

4. Associate Software Engineer

Andela — Nairobi, Kenya (Hybrid)

April 2018 – July 2019

- Core contributor to Converge, a SaaS mobile application for meeting room and resources management in the office.
- Developed and shipped the Android MVP, enabling teams to book meetings, extend sessions, cancel reservations, and manage participants, reducing manual coordination by approximately 40%.
- Partnered closely with backend engineers and designers to deliver a cohesive end-to-end product and iterated rapidly based on user feedback.

Selected Achievements:

- Delivered an MVP adopted internally for meeting and resource management
- Implemented multiple high-impact user-facing features under tight timelines

INTERNAL PROJECTS & LEADERSHIP

Society Management Platform

Andela (Internal Initiative)

- Collaborated with over 20 engineers to design and build an internal society management platform enabling event coordination, group activities, and social engagement across teams.
- Enabled event coordination, group activities, and social engagement across teams.

Impact: Improved internal connectivity and employee engagement across the organization.

OPEN SOURCE & TECHNICAL PROJECTS

1. React Native Typing Animation (Open Source)

- Contributor to a widely adopted typing animation library supporting React Native, React Native Web, and Vanilla JavaScript.
- The project achieved over 14,000 weekly downloads, demonstrating strong community adoption.

Technologies: React Native, JavaScript, TypeScript

2. Converge – Meeting Room Enhancements

- Implemented support for meeting room resources, background images, and configurable settings.
- Added meeting timers to improve visibility and time management for users.

Technologies: Android, React Native, JavaScript, Ansible, Python, Docker, Kubernetes

EDUCATION

Bachelor of Computer Science

University of Eldoret — Eldoret, Kenya

2015 – 2019

- Designed and built Comsoko, a prototype e-commerce web application enabling peer-to-peer buying and selling within the university community.
- Research project: Contribution of E-Commerce Applications to Modern Trade.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

ALC 2.0 – Android Development Program

Nairobi, Kenya — 2018

- Completed intensive training in Android application development and testing.

ADDITIONAL INFORMATION

- Areas of Interest: Cloud Platforms, Distributed Systems, Platform Reliability, AI and Machine Learning
- Availability: Open to Cloud Engineer and Platform-focused roles