RACHAEL SHITANDA

Contact

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https://bit.ly/3QJcOsi Profile

Education

Masters(Ongoing)
Jomo Kenyatta University Of Agriculture And Technology
09/2021 ongoing
Courses Masters Of Science Computer Systems

BSc Computer Science
The Presbyterian University Of East
Africa; 2011-**2014**

CERTIFICATES
Security Analyst(03/2022- 08/2022)
United States International University – Africa

UX Design Certificate (03/2020 - 09/2020) - Akili Plus Education

Profile

Innovation driven with experience in corporate strategy and product development. Creative and people-oriented Computer Scientist with proven ability to lead cross-functional teams in the ideation, development, and commercialization of new products and services. Experienced in working with start-ups, as well as large, multinational organizations

Professional Experience

Product Manager |UX Research| Design Mentor
Adplist.org – Nairobi, Kenya- Remote

MAY 2022 – PRESENT

- Nominated by Techtrend Africa for the Connected Awards -Tech Personality Award East Africa 2022
- Subject Matter Expert (SME) for product management team as well as SSA product lines. This pertains value-added metrics and Key Performance Indicator reporting.
- Mentor UX Designers, Product Managers, and budding researchers in research skill sets, such as how to structure usability tests, moderate, and conduct interviews.
- Collaborate with data science analysts and leverages data analytics to determine qualitative and quantitative triangulation
- Manage Research Operations (Research Ops) including research logistics, recruiting, budget, incentive distribution, and maintaining an accessible research repository.

Cyber Security Consultant
Cybershujaa/United State International University -

JUN 2022 – PRESENT

Africa – Nairobi, Kenya

- Appointed Expert level Advisor at the Innovation Africa Digital Summit 2022 - C2C 'Connect to Connect the as a panellist on Securing the ICT Eco System in Dar es Salam
- Identified and evaluated potential threats and vulnerabilities.
- Designed training manuals to increase security awareness throughout the company.
- Monitored live systems to discover real-time threats.
- Demonstrated effectiveness of security controls

Key Skills

Product Management, UX Design, User-Centric Design, UX Research, Testing, Web Development, Wire-framing, User testing, Figma, Illustrator, Project Management, Project Budgeting, Collaboration Research and Planning, Project Financing , Security testing & evaluation, PCI, GLBA, HIPAA standard compliances, Security plan design & implementation, Rapid incidence response
Microsoft Office

Awards

Professional

Membership

Fellow, Computer Society of Kenya Membership No. 132131

Fellow, Internet Society Membership No. 178356

She Codes Africa

Women Techmakers Nairobi

Space Ya Tech

Senior Software Developer
Adrian Kenya Limited – Nairobi, Kenya

AUG 2019 – JUN 2022

- Created interactive designs for complex web applications by way of page/user flow diagrams, site maps, and interactive wireframes in Figma.

- Conducted UX research by interactively testing designs using high and low fidelity prototypes.

- Designed an ERP application from User flow diagrams to Interactive prototypes. Carried out user research through targeted interviews and extensive usability testing before and after redesign.

- Develops software solutions by studying information needs conferring with user, studying system flow, data usage and work processes

- Investigating problem areas, following the software development life cycle

- Supports and develops software engineers by providing advice, coaching and educational opportunities.

Technical Support Engineer
Romer Services Limited – Nairobi, Kenya

JUN 2017 – FEB 2019

- Project lead on core app overhaul to replace outdated and inefficient software with custom solution tailored to meet user's needs, increasing overall business efficiency. Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers onboarded and trained all incoming junior tech support specialists.

- Replaced antiquated POTS system with VoIP solution that saved 30000/mo. company-wide while increasing bandwidth and stabilizing connectivity between sites. On boarded and trained all incoming junior tech support specialists on Salesforce.

- Made extensive use of open-source and no-cost solutions and software for internal needs, including real-time monitoring with Opsview, help desk and system inventory with Spiceworks to reduce ongoing business costs

Technical Support Engineer
GAMCODE – Nairobi, Kenya

JAN 2017 – AUG 2017

- Designed solutions to common and exceptional problems identified on help tickets as assigned by team supervisor and/or departmental manager.

- Partnered with comany reps and vendors to identify computer products that would support and enhance departmental and company operations.

- Assisted in implementation of new hardware and software solutions within company to improve work-flow and customer service provision.

- Provided support to users learning new technology assets to support existing operations and to make possible work-flow expansion.

Content Moderator

FEB 2015 − AUG 2017

Glassdoor || SAMA AI - Nairobi, Kenya

- Global team content moderator for the world leader on insights. This is a back-office job, that involves the use of several investigation tools, preventing fraud and applying certain guidelines to future content that will appear online.

- Played an instrumental role in increasing and maintaining the NPS score index from 60% to 80% within the first month of any assigned project

- Trained the AI system to moderate the content of the user profiles

- Performed content reviews under the client supervision for international and Domestic cases following client processes and procedures

- Responsible for the activities assigned by the team leads and subject matter experts

Volunteer Experience

- **Rotary Club of Nairobi Parklands** - Design and Develop Website August 2022

- **Space Ya Tech Community**- Product Management Role for Collaboration And Mentorship Platform. August 2022 - Present

- **CITAM KAREN** - Youth Volunteer to homes and Shelters.

REFEREES

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