DERRICK DANIEL MWIKYO

mwikyo.github.io/portfolio/ │ +256 781 413010 │ Kampala, Uganda

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SUMMARY

I am an experienced Systems Reliability Engineer with over four years of expertise in maintaining system performance, optimizing processes through automation, and troubleshooting complex technical issues. Experienced in AWS, PostgreSQL, Bash scripting, Python, and JavaScript, Kubernetes. I ensure system reliability and scalability by automating workflows, writing efficient code, and analyzing performance data. I have a strong track record of training teams, collaborating cross-functionally, and delivering data-driven insights to improve overall system performance.

WORK EXPERIENCE

Systems Reliability Engineer, SafeBoda   Jul 2023 - Present

- Automated critical system operations using Python, JavaScript, and Bash scripting to enhance efficiency and reduce manual workloads.
- Migrated internal tools to more cost-effective solutions, reducing operational expenses and improving system efficiency.
- Managed containerised applications on Kubernetes and AWS, ensuring system reliability and scalability.
- Conducted performance analysis using logs, metrics, and SQL queries, identifying areas for system optimization and implementing solutions.
- Collaborated closely with engineering teams to troubleshoot critical issues and develop long-term solutions for system stability.
- Developed custom API workflows with Postman to automate internal processes, resulting in faster issue resolution and improved service delivery.
- Led training sessions for internal teams on advanced troubleshooting techniques, effective bug escalation, and performance optimization methods.

Product Support Associate & Engineer, SafeBoda   Jul 2021 - Jul 2023

- Trained internal teams on effective troubleshooting, issue escalation, and report writing.
- Analyzed system performance using SQL/PostgreSQL queries and provided actionable insights to enhance system reliability.
- Worked closely with third-party vendors and internal engineering teams to troubleshoot and resolve critical product issues.
- Prepared detailed, data-driven reports to provide accurate feedback to internal teams and escalate unresolved issues as necessary.

Payments Associate, SafeBoda   Oct 2020 - Jul 2021

- Managed financial processes, including preparing and reviewing payment packages, and maintained accurate financial documentation.
- Utilized data analysis tools to study business growth, providing recommendations to enhance financial performance.

EDUCATION

Computer Programming   **2019 - 2020**
Progate.com
Certificates in JavaScript, React, Html & Css, Sass, Git and Command Line

Bachelor of Development Studies   **2015 - 2018**
Kyambogo University

Uganda Advanced Certificate of Education   **2013 - 2014**
Nyakasura School

Uganda Certificate of Education   **2009 - 2012**
Valley College

CERTIFICATIONS

- Site Reliability Engineering: Measuring and Managing Reliability
- Learning SQL Programming
- Google IT Support
- REST API Testing & Automation using Postman
- Excel for Business Analysts
- Agile Leadership and Resilient Teams

KEY SKILLS

- **System & Application Reliability:** Expertise in monitoring and improving system uptime and performance using advanced tools and methodologies.
- **AWS:** Managing and optimising cloud-based infrastructure.
- PostgreSQL & SQL: Writing and optimising SQL queries for performance analysis and bug resolution.
- **Bash Scripting:** Writing automation scripts to streamline processes and automate repetitive tasks.
- **Kubernetes:** Experience managing containerised applications.
- **Python & JavaScript:** Experience writing scripts to automate workflows and resolve technical issues.
- **API Integrations:** Developing automated workflows and resolving technical issues through API endpoints.
- **Debugging & Troubleshooting:** Identifying and resolving system bugs, performance bottlenecks, and critical issues efficiently.
- **Team Training & Documentation:** Leading technical training sessions and creating documentation for internal knowledge sharing.