

Derrick Daniel Mwikyo

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Summary

I am Derrick, I work in the capital, Kampala, mostly remotely as a Systems Reliability Engineer. Kubectrl, AWS, JS, Python, Bash, Confluence, Datadog, Grafana Loki, Postman, Datagrip, Jira, VS Code, the Terminal, Android Studio, Notion, Slack, Teams, two hands, and the brain, are some of the tools that help me execute my daily tasks.

I enjoy reading investigative journalism work and I can throw a dart.

Experience

Systems Reliability Engineer

SafeBoda

Jul 2023 - Present (6 months)

Product Support Engineer

SafeBoda

Dec 2022 - Jul 2023 (8 months)

>> Train internal teams: I train internal teams on effective troubleshooting techniques, issue escalation methods, report writing, and how to provide quality feedback to customers.

>> Study performance: I work with logs and metrics to study product performance, identify patterns, and make recommendations to improve product performance.

>> Identify bugs and recommend solutions: I research and identify bugs and other issues and recommend possible solutions to internal teams. This requires a thorough understanding of the product and its features.

>> Escalate issues: I escalate unresolved bug reports and issues to the engineering teams, team managers, and other internal teams as required to ensure a timely resolution.

>> Provide feedback: I write actionable and data-based reports and provide accurate feedback to internal teams and sometimes, customers.

>> Write SQL/PostgreSQL queries: I write SQL/PostgreSQL queries to study product performance and identify issues.

>> Use API endpoints: I use API endpoints to solve technical issues and automate solutions in Postman.

>> Work with third parties: I work with third parties to troubleshoot and resolve issues.

Product Support Associate

SafeBoda

Jul 2021 - Mar 2023 (1 year 9 months)

°Train internal teams troubleshooting techniques, issue escalation methods, reporting writing and how to provide quality feedback to customers.

°Work with logs and metrics to study performance, identify patterns and make recommendations.

°Research and identify bugs and other issues and recommend possible solutions to internal teams.

- °Escalate unresolved bug reports and issues to the engineering teams, team managers and other internal teams.
- °Document technical knowledge for study purposes to new team members and other internal teams.
- °Write reports and provide accurate feedback to internal teams and sometimes, customers.
- °Write SQL/PostgreSQL queries to study performance.
- °Use API endpoints to solve technical issues and automate solutions.
- °Work with third-parties to troubleshoot and resolve issues.

Payments Associate

SafeBoda

Oct 2020 - Jul 2021 (10 months)

- °Executed all financial processes as required.
- °Prepared , submitted , and reviewed payment packages in a timely manner to the finance department.
- °Maintained an organized and consistent filing system for project related financial documents.
- °Analyzed data to study business growth and to find ways to ensure growth.
- °Took part in decision making.

Payments Intern

SafeBoda

Oct 2019 - Mar 2020 (6 months)

- ~Liaised with customers, management, and sales teams to better understand customer needs and recommend appropriate solutions.
- ~Consulted outside parties to resolve inconsistencies and created effective solutions.
- ~Investigated and resolved customer inquiries and complaints.
- ~Handled outbound calls and provided customer service to the company's clients.
- ~Marketed and promoted the airtime project.

Communications Officer

Girl Talk Uganda

Mar 2018 - Oct 2019 (1 year 8 months)

- Cultivated productive relationships with other organizations, securing profitable partnerships.
- Read, communicated, and analyzed information and guidelines.
- Wrote features for the organizations' print publications and provided content for the website and social media to promote high-visibility.
- Prepared, organized and managed project schedules to produce deliverables and meet deadlines.

Education

Kyambogo University

Bachelor's degree, Development Studies

2015 - 2018

- Broke down and rebuilt my thought processes.


Nyakasura School


UACE, Secondary School


2013 - 2014


Licenses & Certifications


 **Excel for Business Analysts** - LinkedIn

 **Learning SQL Programming** - LinkedIn
1d38e0e64b568acf71bf8069ec52c60e990aadee3af0a11c58ddae15d39bafad

 **Agile Leadership and Resilient Teams** - Udemy
UC-d78fb354-4396-43c1-8eb2-c3b2d4b8a0eb

 **APIs with Postman for Absolute beginners** - Udemy
UC-844c553b-4b42-41a0-942d-9a04912e3ed9

 **REST API Testing, Automation using POSTMAN** - Udemy
UC-95a19368-36d7-4446-8b7c-9f50cf3e8eb3

 **Google IT Support** - Coursera
fec68f402f058c3f82ab7ebdfeaf66bb

 **Site Reliability Engineering: Measuring and Managing Reliability** - Coursera
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Skills

PostgreSQL • Network Protocols • Debugging • System Administration • Linux • Operating Systems
• Manual Testing • WordPress • Linux System Administration • Jira

Honors & Awards

Bachelor's Degree in Development Studies - Kyambogo University
Dec 2018