DUSTAN MBAGA

BIO.

I am a software developer currently living in Dar es salaam, Tanzania. I have more than 5 years of experience in IT with a focus on Software Development, Data Analysis, Administration & Support, Project Management, DevOps, Cloud and Security. I am certified in the Agile and ITIL. I am both driven and self-motivated, constantly experimenting with new technologies and techniques. In my spare time, I enjoy watching scientific documentaries, movies, reading and watching or playing football.

CONTACT

PHONE:
+255 (0) 653 666 201

EMAIL:
**Thedan06@gmail.com &
dustan@dustanmbaga.com**

ADDRESS:
P.O. Box 6556, Dar es Salaam, Tanzania.

WEBSITE:
https://resume.dustanmbaga.com/

SKILLs

LANGUAGES & FRAMEWORKS

- PHP [Laravel, Yii2 and CodeIgniter]
- Java/Kotlin [Spring Boot]
- Android [Kotlin/Java/Ionic]
- HTML5
- CSS3 [Bootstrap & Material Design]
- Typescript/JavaScript/jQuery, Angular
- Python
- R Programming, Shell Scripting, .NET and C# noob

WORK EXPERIENCE

Software Developer at NMB Bank Plc, Tanzania   *April 2018 – Present*

o Collaborate with internal/external teams (DBAs, Product Managers, Solution Architects, Security Team etc.) in; Designing solutions, Prototyping, Developing, Maintaining and Supporting software/systems.
o Acting as the main point of contact for all key issues relating the in-house applications, servers and other application resource/information.
o Database design, implementation, optimization, replication etc
o Managing and making sure team keep up-to-date system documentation, solution design, architecture diagrams and security checklist for every system/service or integration
o Leading in Source code management and making sure every developer pushes codes to the on-premise GitLab
o Leading in server management i.e. working closely with Data center, Network and Security team in making sure servers hosting applications and services/API are healthy and working as intended
o Lead and support junior software developers, providing advice, guidance and recommendations.
o Project Management.
o Coordinate system testing efforts by providing timely written and verbal technical expertise and test plans for new feature/software releases and conducting unit testing of new feature/software before release.

Management Trainee at NMB Bank Plc, Tanzania   *April 2016 – April 2018*

Worked at departments/units mentioned below: -

- **Data Management & Analytics**
o Acquire data from primary and secondary data sources and maintain databases and data systems
o Interpret data, analyze results, translate numbers and facts to inform strategic business decisions
o Providing daily, weekly, monthly, quarterly and yearly reports to management and business units
o Develop and implement databases, data collection systems and other strategies to optimize data quality
o Providing expertise in data storage structures, data mining, and data filtering and cleansing
o Manage banks data warehouse
o Integrating other systems to BI tool and consolidating reports
o Data quality assessment, analysis, pattern and trend indication and visualization of data insights.
o Establishing data collection, storage and quality standards, Troubleshooting data submission errors and issues

- **Core Banking & Payment Systems and Self-Service Channels administration and support**
o Monitoring payment applications and services performance and analyzing disk space in their servers as well as performing backing up and recovery.

DATABASE

SQL Databases:
- MySQL/MariaDB
- Oracle Database [PL/SQL]
- Microsoft SQL
- PostgreSQL

NoSQL Databases:
- MongoDB
- Firebase/Firestore

GENERAL IT SKILLS

General:
- Microsoft Office such as Excel, Word
- Microsoft Active Directory,
- VMware / vSphere
- RStudio (for Data analysis)

Operating Systems:
- Windows 10/8/7/Vista/XP and Windows Servers 2003, 2008, 2012 RC, 2016
- MacOS 10.6+
- Unix/Linux (RedHat 7, CentOS 7, Ubuntu, Linux Mint)
- Android 4.0 +

Source Code Management:
- Git
- GitLab (Online & On-Premise)
- GitHub
- Bitbucket

Web servers
- Apache HTTP Server
- Oracle WebLogic Server 12c R2
- Apache Tomcat

Cloud platforms:
- Amazon Web Services (AWS)
- Digital Ocean
- Microsoft Azure

IDEs and other tools:
- JetBrains Tool Box (IntelliJ IDEA, PhpStorm, WebStorm, DataGrip etc)
- Visual Studio Code, Sublime Text, Atom, STS, Eclipse, NetBeans,
- MongoDB Compass
- Postman
- MySQL Workbench, Sequel Pro,
- WinSCP
- Teams/Skype/Jabber
- iTerm2

o Management and support of core banking system and other payment systems
o Reviewing unusual transactions and preparing various reports

- **Business analyst and solution designing**
o Working closely with Business people to understand problem statements and design and propose solutions
o Collecting requirements and gathering data
o System design, work-flow and architect diagram preparations
o Working closely with Project Managers and Software developers to accomplish projects chosen

- **System Administration and support**
o Assisting in Cloud solutions and collaboration tools such as OneDrive, Office 365, Microsoft Teams, and SharePoint
o Monitoring Systems performances, Servers' memory, CPU and disc (storage) utilizations as well as network and heat status.
o Assessing, deploying, and implementing hardware and software upgrades.
o Analyzing network and preparing various reports such as Core router and Data utilization
o Backing up applications data
o Creating/managing policies, users, groups and organizational units in Microsoft Active Directory
o Supporting IP Phone, Cisco Jabber, mobile devices (iOS and Android)
o Monitoring network nodes using various monitoring tools,
o Microsoft Windows Servers and Linux servers' administration,

- **Help Desk and NOC**
o Receiving and solving incidences or assigning/escalating some incidences to the appropriate unit (i.e. Second level)
  i.e. Tracks trending of issues and escalate, as appropriate basing on the SLAs.
o Documenting procedures for troubleshooting and incident resolution/solution
o Monitoring ATMs and Self-Service Channels (USSD, Android & iOS app, B2C and C2B channels), Core-Banking and Gateway services.
o Prepare and share daily system health check reports to management

- **System Security, Governance and Control**
o Reviewing IT Policies and preparing some of its supporting documents i.e. Standards, Guidelines, Process and Procedures and making sure that they do comply with accepted frameworks such as COBIT 5, ITIL and ISO 27001.
o Preparation of various report such as; Security Assessment, Risk Register, Key Risk Indicators (KRI) and Antivirus daily status report
o Working with teams in different ICT units to identify existing risks (i.e. risks before applying controls) as well as residual risk (risks after applying controls) in their units.
o Train fellow employees in security awareness and procedures as well as providing technical security advice

o Reviewing Change controls and Logical access in various logs and systems.

o   Implement network security policies, application security and access control, installing and configuring Ant-virus software

o   Monitoring network traffic for unusual activities, identifying system vulnerabilities (by using Nessus), policy-violating configurations and malware that attackers could use to penetrate organization's network

Lead Software Developer at Black Science   *October 2014 – March 2016*
o   Lead in Data management and analysis
o   Lead website designing, prototyping and development
o   Development of web and mobile applications
o   Work closely with Finance and Marketing person in budgeting and selling products

IT Support (Field Training) at DIT   *March – May 2014 & February – April 2013*
(Dar es Salaam Institute of Technology)
o   Supporting and helping professors and lab technicians on computer related issues and incidents
o   Computer and software installations and maintenance
o   Computer laboratory maintenance.

Teacher at Manga Mpakani Secondary School   *March – September 2011*
o   Teaching science subjects: Mathematics, Physics, Chemistry and Biology.
o   School's football team assistant coach.

EDUCATION

Bachelor Degree in Computer Science   *October 2011 – October 2015*
St. Joseph College of Information Technology.
   Computer fundamentals, installations and maintenance, Network, Multimedia and basic graphics designing, Computer Programming, E-Commerce, Management and Communication Skills

Advanced Secondary School Education   *February 2009 – February 2011*
Ifunda Technical Secondary School.
   Physics, Chemistry, Biology, Basic Applied Mathematics & General Studies (i.e. PCB Combination)

Secondary School Education   *January 2005 – October 2008*
Galanos Secondary School.
   Mathematics, Physics, Biology, Chemistry, Geography, History, Civics, Kiswahili and English.

Primary School Education   *January 1998 – October 2004*
Bungu Mission Primary School.
   Mathematics, Physics, Biology, Geography, History, Civics, Kiswahili and English

WORK/PERSONAL PROJECTS AND ACHIEVEMENTS

These technologies and tools were used for below projects:

PHP (Laravel, Yii2, CodeIgniter), Java/Kotlin (Spring Boot), HTML, JavaScript, Ionic, Angular, Bash scripting, Apache HTTP Server (httpd) 2.4, WebLogic, Supervisor, SMS Gateway, E-mail, RESTful APIs, HTTPS, LDAP, SFTP, MariaDB, RedHat7, CentOs7, Windows Server, Amazon AWS (EC2, Route53), Digital Ocean, Azure, DNS, HTTPS, TCP/IP, SSL Certificates, Git, ISO 8583, JSON, XML, JWT, CSV, Apache POI, Bar-Code Scanner, Putty, Vim, USSD, SOAP.

o Developed a "name & account status check" API for third-parties such as MNOs.
o Fully involved in bulk payment service development.
o Deployed and managed on-premise GitLab instance for source code management and version control.
o Lead in development of an application to track the lifecycle of ATM cards
o Integrated with core banking system to update customers KYC
o Integrated the billers and big organization/company to facilitate their payments
o Integrated with card management platform (using ISO 8583 standard) to enable instant issuing of cards, activating card to perform online transactions and instant blocking of card
o Involved in development of an application that manage incidents received from customers via contact center and branches
o Developed an application to help small/retailer businessmen to manage and control their businesses (https://www.mauzosheet.com/)
o Involved in implementing CISCO – ISE security at HQ and branches
o Integrating with Vasco's Digi-pass to provide 2 Factor Authentication
o Integrated with National Identification Authority for National ID Validation
o Developed service/API to expose taxed transactions to Tanzania Revenue Authority
o https://resume.dustanmbaga.com/ a personal online CV / Resume, https://blog.dustanmbaga.com/ & https://vivianpaulalex.firebaseapp.com/ personal blog/sites

AWARDS AND CERTIFICATES

o AgilePM Practitioner certificate, from APMG International, November 2019
o M001: MongoDB Basics from MongoDB University (Online course), 2019
o Certificate in Banking from Tanzania Institute of Bankers (TIOB), 2018
o ITIL Foundation Certificate in IT Service Management, from PEOPLECERT, 2017
o Business Management and Communication Skills from Empower recruitment agency, 2016
o St. Joseph College of Information Technology's Intra College Football Competition Winner Certificate, 2014
o Tanzania Students' Christian Fellowship [TSCF] Certificate, 2008
o Galanos Secondary School Certificate for Outstanding Performance in Biology, 2008