Isabel Mgendi

Forward-thinking, results-driven Senior Software Developer with 6+ years of experience designing, developing, and scaling high-performance fintech and digital service applications. Skilled at bridging the gap between technical execution and product strategy, leading cross-functional teams, and architecting scalable UIs for mission-critical platforms such as cross-border remittance and bulk disbursement systems. Experienced in performance optimization, test automation, Agile delivery, and CI/CD pipelines, with a strong focus on translating complex requirements into intuitive, user-focused solutions. Committed to optimizing systems, driving product innovation, enhancing user experiences, and building resilient, inclusive teams that deliver technology fueling business growth and customer satisfaction.

✉ isabel.mgendi@gmail.com   📍 Nairobi, Kenya   🗔 isabelmgendi.com   in linkedin.com/in/isabelmgendi

TECHNICAL SKILLS & KEY AREAS OF COMPETENCE

Frontend Development:	React.js, React Native, JavaScript (ES6+), TypeScript, HTML5, CSS3, Tailwind, Responsive Design	**Backend & APIs:**	Node.js, Express.js, REST APIs, GraphQL
Testing & QA:	Jest, React Testing Library, Cypress, Automated Unit & Integration Testing	**DevOps & Tools:**	Git, GitHub/GitLab, CI/CD Pipelines, Jenkins, ArgoCD, Docker, Kubernetes
Cloud & Hosting:	AWS (EC2, S3, CloudFront), Azure (exposure), Nginx	**UI/UX & Collaboration:**	Figma, Agile/Scrum, Jira, Confluence
Software Architecture:	Scalable UI Design, Performance Optimization, Technical Debt Remediation	**Data & Analytics:**	Real-time Dashboards, Data Visualization (Chart.js, D3.js basics)
Leadership & Collaboration:	Mentorship, Cross-Functional Team Leadership, Code Reviews, Incident Response		

KEY PROJECTS

Autopay – Bulk Disbursement Platform
- Autopay is a secure web-based platform that automates bulk payments, streamlining disbursements to vendors, employees, and mobile wallets with real-time tracking, notifications, and multi-bank support.

Quickteller
- Quickteller is a versatile digital payment platform that enables secure bill payments, money transfers, airtime purchases, and more, through multiple channels including mobile, web, and ATMs—serving both personal and business financial needs.

Transfer Advise Gateway
- Transfer Advise Gateway is Credit Bank's remittance platform, developed with Ria Money Transfer and Interswitch East Africa, enabling secure cross-border transactions through cash pickups or direct account transfers to enhance financial inclusion, particularly in rural areas.

WORK EXPERIENCE

Lead Frontend Application Developer
Interswitch East Africa

07/2023 - Present

- Directing frontend development for a cross-border remittance platform, enhancing performance and usability, which improved transaction success rates and drove a 15% increase in revenue volume.
- Championing code quality by implementing structured reviews and best practices across distributed teams, reducing frontend-related production issues and improving reliability.
- Overseeing the remediation of critical technical debt, strengthening application stability, reducing build times, and enabling faster, safer deployments.
- Providing accurate technical input and effort estimates during annual planning cycles, influencing the frontend roadmap and ensuring alignment with business goals.
- Partnering with backend and product teams to streamline API integration, reducing feature rollout time and improving customer experience across platforms.
- Advocating for and implementing modern UI/UX design standards, resulting in higher user satisfaction scores and improved customer retention.
- Mentoring graduate trainees in React, TypeScript, and CI/CD, accelerating onboarding and boosting team velocity across sprint deliveries.
- Building and managing a high-performing team, introducing clear roles, responsibilities, and growth paths that improved retention and staff engagement.

WORK EXPERIENCE

Software Developer - Team Lead
Interswitch East Africa

08/2022 - 07/2023

- Led the design and deployment of iframe integrations for regional mobile banking apps, enhancing user experience and expanding digital service access to 500,000+ end users across partner banks.
- White-labelled multiple client applications, enabling tailored branding and streamlined onboarding that boosted satisfaction scores and reduced implementation friction.
- Architected and launched a scalable, secure multiservice platform supporting users in Uganda, ensuring reliability, extensibility, and long-term growth capacity.
- Accelerated feature delivery by collaborating with designers via Figma and implementing Agile workflows, improving communication and reducing time-to-market for strategic releases.
- Established and enforced incident response protocols for production systems, minimizing downtime and improving service resilience during critical deployments.
- Trained junior engineers through pair programming and workshops, strengthening team capability in React, TypeScript, and modern frontend practices.
- Provided technical leadership during complex rollouts, coordinating cross-functional teams to ensure smooth deployments and stakeholder alignment.

Software Engineer
Interswitch East Africa

11/2019 - 07/2022

- Architected a scalable, high-performance UI for the bulk disbursement platform, improving load times, system reliability, and user experience.
- Developed and maintained automated unit and integration tests, reducing regression incidents and strengthening overall code quality.IT Innovation Intern Save the Children International
- Improved engineering standards by driving peer code reviews, enhancing performance, maintainability, and adherence to best practices.
- Consistently delivered features on schedule in a fast-paced Agile environment, effectively balancing multiple priorities to meet business needs.
- Evaluated and validated technical feasibility of new feature requests, ensuring compliance with system constraints and alignment with business goals.
- Contributed to the development of an internal performance dashboard, integrating real-time data visualization and a responsive UI that enhanced transparency and reduced manual reporting time by 40%.
- Redesigned the UI and workflows of an internal operations platform, improving usability, cutting handover time by 30%, and boosting operational efficiency across technical teams.
- Collaborated with senior software engineers to design, develop, and test application features , ensuring system alignment with business requirements and performance expectations.

IT Innovation Intern
Save the Children International

09/2018 - 11/2018

- Led the development of a community health data reporting portal in collaboration with the Ministry of Health and GlaxoSmithKline, delivering real-time access to summarized health metrics that informed public health decision-making across 20+ regions.
- Researched and assessed emerging technologies to evaluate their potential for strengthening IT systems and improving service delivery within humanitarian and development programs.
- Contributed to the design and development of internal software tools, supporting digital transformation initiatives that enhanced operational efficiency and user engagement.
- Provided organization-wide technical support, resolving IT issues, managing helpdesk tickets, and ensuring consistent system performance to sustain daily operations.

EDUCATION

Bachelor of Science in Computer Science
University of Nairobi

2015 - 2019

- Focused on software development, data structures, algorithms, and cloud technologies. Engaged in hands-on projects, including developing solutions for healthcare and FinTech industries.
- **Final year project:** Building a USSD and web application to improve child immunization tracking, showcasing the ability to apply technical skills to solve real-world challenges.

TRAINING & CERTIFICATION

Elements of AI - University of Helsinki

Web Development Fundamentals - IBM

Scrum Fundamentals Certified (SFC) - Vabro.ai and VMEdu.com

Ethical Hacking and Cyber Security Training - AfricaHackon

Google Digital Skills for Africa Training - eMobilis Mobile Technology Institute