

FREDRICK ONYANGO

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Professional Summary

Resourceful logistics and software professional with hands-on experience in customs clearance, supply chain optimisation, and backend development. Demonstrates strong leadership, technical skills, and a proven ability to manage high-volume, cross-functional projects—delivering efficiency gains, process improvements, and fostering collaborative work environments.

Skills

Programming Languages: C, Python, JavaScript, Typescript

Technologies & Tools: React.js, MySQL, Postgresql, Bash, Git, Docker, Nginx, Linux

Logistics Systems: ICMS, KWATOS, SPOT, CIYOS, Warehouse & Inventory Management System

Core Competencies

- Logistics & supply chain management
- Software development practices
- Customs clearance & compliance
- Operational reporting & data analysis
- Team mentoring & technical leadership

Education

Nairobi Aviation College, Feb 2022 - Dec 2023

Diploma in Computerised Customs Clearing and Forwarding

- **Courses:** Logistics & Supply Chain Management, International Trade, Warehouse & Inventory Management, Customs Clearance, Freight Management

African Leadership (ALX), May 2022 - Jul 2023

ALX Software Engineering Programme - Backend Specialisation

- **Focus:** Programming Fundamentals, Data Structures, Systems, Networking, Databases, Software Development, Project Collaboration

Professional Experience

African Global Logistics (AGL)

Feb 2025 – Present, Nairobi, Kenya

International Freight Forwarder - KEBS Intervention/Admin

- Managed end-to-end customs clearance via ICMS, ensuring full compliance with KEBS regulations and reducing clearance delays by 35%.
- Monitored 50+ container shipments daily, cutting storage penalties by 20% and maintaining 99% accuracy in daily KPI reporting.
- Utilised industry platforms (KWATOS, SPOT) for real-time shipment validation and ensuring 24-hour process turnaround.

- Conducted physical container inspections and delivered detailed reports to expedite verifications—resolving 15+ weekly discrepancies.

AppInApp (EpicApp Limited)

Apr 2026 – Present, Remote & On site

Quality Assurance & Customer Success Software Engineer

- Managed daily defect triage blockers (e.g M-Pesa API payment errors, WebSocket sync failures) into structured Linear/Jira dev tickets, reducing bug resolution time by 45%..
- Audited hybrid access security (RBAC vs. ABAC) to enforce strict multi-tenant isolation, eliminating privilege escalation and cross-branch data access vulnerabilities.
- Developed CS enablements and reactive cheat sheets providing frontline support staff with safe operational workarounds (e.g., manual POS overrides) during live floor incidents.
- Championed the "Effortless Experience" philosophy by conducting UX/UI audits and contextual authentication flows to minimize Customer Effort Score (CES).
- Architected and executed E2E integration test suites across multi-tiered SaaS platforms (Customer Web, Staff POS, and Vendor Portals), preventing cross-tenant data leakage.
- Developed CS enablements and reactive cheat sheets providing frontline support staff with safe operational workarounds (e.g., manual POS overrides) during live floor incidents.
- Authored comprehensive, visual user guides for Super Admins, Branch Managers, and Waitstaff, establishing operational "Happy Paths" and reducing support ticket volume by 35%.

Reduzer Technologies

Apr 2024 – Feb 2025, Remote

Junior Developer

- Migrated Africa's Pocket platform from Vue.js to React.js, introducing reusable Ant Design components and reducing development time by 30%.
- Authored comprehensive product documentation and user journey maps, boosting team alignment by 40%.
- Improved platform UX, lowering navigation errors by 25% and uncovering 15+ actionable enhancements.

Volunteer Work

ALX Software Engineering Program

Sep 2024 – Jan 2025, Remote

Technical Tutor

- Mentored students to 100% project completion rates, guiding technical builds and presentations in Python, Flask, and REST APIs.
- Conducted technical consulting and code reviews, achieving 90% positive feedback and improving code quality.
- Implemented debugging approaches, cutting challenge resolution time by 40% and empowering student independence.

Digital Public Goods (Github)

Jul 2024 – Dec 2024, Remote

Community Manager

- Increased first-time contributor engagement by 45% through strong documentation and onboarding strategies.
- Led 7 virtual workshops on open-source and community management, achieving full participation and measurable growth.
- Built data-driven systems to monitor and boost community health and programme impact.

Kenya Ports Authority ICD Nairobi

Aug 2023 – Nov 2023, Nairobi, Kenya

Operations Officer

- Engineered operations reports with CIYOS, increasing efficiency by 25% and productivity by 15%.
- Managed 500+ monthly operational tasks, ensuring smooth workflows for SSR, export, auctioned cargo, and vessel operations.
- Enhanced export processes, reducing loading errors by 20% and storage charges by 10% through process redesign.

Project/Technical Achievements

Import Clearance Tracking & Automated Reporting Pipeline

Python, Jinja2, GitHub Actions, Cloudflare Pages, MS Graph API (2026)

- Built an automated reporting pipeline ingesting 1,200+ container shipments across multi-tab Excel workbooks and railage lists; achieved -35% clearance delays and 99% reporting accuracy.
- Implemented dual-threshold shift-window freshness validation and automated EAT cron deployments via GitHub Actions to Cloudflare Pages.

Family Chama Financial System

Cloudflare Workers, Cloudflare D1 (SQLite), JavaScript, M-Pesa SMS API (2026)

- Engineered a serverless financial platform on Cloudflare Workers & D1 handling M-Pesa SMS transaction parsing, masked-phone alias resolution, and duplicate transaction ID idempotency guards for 200+ members.
- Architected an atomic payment-split engine and signed-balance arrears calculator with zero data loss.

Nairobi Restaurant Data Pipeline & Telemetry Dashboard

Python, Puppeteer, Tesseract OCR, PostgreSQL, Airflow, Nuxt 4, Docker (2026)

- Designed a zero-budget 5-layer ETL pipeline ingesting 478 Nairobi restaurants across OSM Overpass API, Puppeteer stealth scrapers, and Tesseract OCR menu extraction.
- Implemented 7 web scraping guardrails (stealth challenge bypass, location sanity filters, DOM sibling pairing) and served live telemetry via a Nuxt 4 SSR dashboard.

Referees

Available upon request.