

MERCY KANENE

Software Engineer · Python · Backend & APIs · Fintech · Integrations · React

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PROFESSIONAL SUMMARY

Software Engineer with 4+ years of experience across software development, technical implementation, systems integration, and technical support, with a strong background in fintech and enterprise technology. My work sits at the intersection of building software and making sure it works in the real world — combining backend development (Python, Django, PostgreSQL, REST APIs) with production troubleshooting, systems integration, and client-facing technical delivery.

At Credrails, I work with Python, SQL, Pandas, and APIs to support payment reconciliation and enterprise implementations from onboarding through production — covering system configuration, integrations, UAT, go-lives, production troubleshooting, and technical documentation. I built an internal AI agent for support-ticket triage and configuration automation, and have developed backend and full-stack solutions using Python, Django, JavaScript, React, and ASP.NET across fintech, logistics, and retail. Outside of client work, I build products around problems I encounter firsthand — including Apply Pilot, a job-search platform I created for African job seekers. Fluent English, based in Nairobi (UTC+3) — fully within EMEA timezone coverage.

IMPACT AT A GLANCE

4+	23%	30%	15%	25+
Years Experience	Faster Onboarding	Reduced Time-to-Value	Adoption Rate Lift	Clients Implemented

CORE COMPETENCIES

♦ Software Engineering & Backend Development	♦ Python (Django, Flask, Pandas)	♦ RESTful API Design & Debugging
♦ PostgreSQL & Complex SQL Queries	♦ Systems Integration & Implementation	♦ React, Node.js & Next.js
♦ AI Agent Development & Automation	♦ GitHub Issues, Discussions & CI/CD	♦ Technical Documentation & Runbooks

TECHNICAL SKILLS

Languages	Python (Django, Flask, Pandas), JavaScript (ES6+), Node.js, React, Next.js, ASP.NET MVC
Databases	PostgreSQL (primary — complex queries, schema analysis, performance troubleshooting), MySQL, SQL Server, Oracle DB
APIs & Debugging	RESTful API design & debugging, Postman, auth flows (OAuth/JWT), integration testing & troubleshooting
Infrastructure	Linux/Unix CLI, SSH, Docker, Git, GitHub Issues & Discussions, GitHub Actions, AWS, Azure DevOps, CI/CD
AI & Automation	Built AI agent for support-ticket triage & config automation; daily use of Claude and generative AI tools
Support Tools	Postman, TeamViewer, Jira, Intercom, Zendesk-style ticketing, Datadog (familiar), Grafana (familiar)
Documentation	Technical documentation, reconciliation & implementation docs, escalation reports, onboarding guides, knowledge base articles

PROFESSIONAL EXPERIENCE

Implementation Engineer · Credrails — Nairobi, Kenya

Jul 2024 – Present

Deliver technical implementations for enterprise customers across payment and reconciliation workflows, combining software engineering, data processing, API integrations, system configuration, and technical delivery. Work across the full implementation lifecycle — requirements gathering, configuration, onboarding, UAT, go-live, and production support — partnering with Sales, Product, and Engineering.

- Delivered 25+ client implementations — translating business requirements into technical configurations, API integrations, reconciliation workflows, and production solutions.
- Reduced average client setup time by 23% through standardized implementation workflows and onboarding documentation, improving time-to-value by 30% and increasing client adoption by 15%.

- Built Python and Pandas-based data processing workflows and SQL reporting solutions supporting payment reconciliation and operational decision-making.
- Built an internal AI agent for support-ticket triage and configuration automation — reducing manual handling time and improving response consistency.
- Served as technical point of contact for enterprise customers — leading onboarding, investigating technical issues via REST APIs and Postman, and supporting successful go-lives.
- Identified recurring implementation and support patterns from GitHub Issues, Discussions, and internal queues, feeding tooling and documentation improvements back to Product and Engineering.

Software Developer (Freelance) · Remote — Self-Employed

Aug 2022 – Present

Ongoing freelance software development alongside full-time employment, partnering with clients across fintech, logistics, and retail to design and deliver customized digital solutions — spanning application development, backend systems, REST APIs, integrations, deployment, and legacy-system modernization.

- Designed and delivered custom applications and backend API integrations for fintech, logistics, and retail clients, reducing project turnaround times by 20% through iterative delivery.
- Built and maintained RESTful APIs using Python and Node.js, and React/Next.js frontends; debugged data issues with PostgreSQL and MySQL; maintained CI/CD pipelines with GitHub Actions and Docker.
- Delivered secure payment integrations and modernized legacy codebases to improve maintainability and deployment stability.

Implementation & Support Engineer · Fintech-Group — Nairobi, Kenya

Nov 2023 – Jun 2024

Supported the implementation and operation of Finflex (middleware) and Finmobile (USSD/mobile app) platforms serving banks, telecom, and agent networks across Kenya — spanning technical implementation, integrations, deployments, production troubleshooting, and system interoperability.

- Supported implementation of Finflex and rollout of Finmobile across banking, telecom, and agent-network environments, improving interoperability between connected platforms.
- Triageed and resolved complex platform incidents by analyzing Linux system logs, API traces, and database records — differentiating defects, configuration issues, and infrastructure faults before escalating.
- Managed system deployments and release cycles using Docker and DevOps/CI/CD practices on Linux, minimizing downtime and maintaining platform reliability.

Software Developer Trainee · Fintech-Group Kenya — Nairobi

Nov 2022 – Oct 2023

Full-stack development on government-facing platforms serving agricultural grant recipients in Kenya and Uganda, using ASP.NET MVC, ReactJS, SQL Server, and Bootstrap 5.

- Co-developed a government e-voucher platform supporting agricultural grant distribution across Kenya and Uganda.
- Wrote and maintained SQL queries to debug data issues and support reporting pipelines; led UI improvements for the Credit Workflow System using Bootstrap 5.
- Supported agile delivery as Scrum Master, facilitating sprint planning and stand-ups.

Software Engineering Student · Moringa School — Nairobi, Kenya

Jan 2022 – Aug 2022

- Completed intensive full-stack training in Python, JavaScript, React, and REST APIs — awarded Certificate in Software Engineering.

SELECTED PROJECT

Apply Pilot — Founder & Developer, Self-directed

- Built a job-search platform for African job seekers after experiencing the repetitive, fragmented nature of job hunting firsthand — bringing opportunity discovery, CV/cover-letter tailoring, and application tracking into one structured workflow.

EARLIER EXPERIENCE

- Hardware & Networking Support Engineer Intern · Mövenpick Hotels & Resorts, Nairobi — Jul – Oct 2022
- IT Support Intern · Kenya Nut Company, Thika — Sep – Dec 2021

EDUCATION & CERTIFICATIONS

- Bachelor of Business Information Technology · Mount Kenya University — May 2024 – Expected Dec 2026
- Diploma in Business Information Technology · Mount Kenya University — Jan 2020 – Dec 2023
- Certificate in Software Engineering · Moringa School — Aug 2022
- Certificate in Artificial Intelligence — Aug 2025
- Absa ReadytoWork Entrepreneurship Masterclasses · Hindsight Ventures — Sep 2022

English – Fluent (Full Professional) | Swahili – Native | References available upon request