

OTIENO, JOHN JACKSON

Software Developer

+254 795 213 399 | winterjacksonwj@gmail.com | linkedin.com/in/john-jackson-otieno | github.com/WinterJackson |
Portfolio - winterjackson.vercel.app | Nairobi, Kenya

ABOUT ME

A results-driven Software Developer with hands-on experience designing, building, and deploying scalable web applications across full-stack environments. Proficient in Next.js, TypeScript, Python, and modern cloud infrastructure, with a strong track record delivering production-grade systems and AI-integrated platforms in healthcare technology and enterprise software. Skilled in API development, relational database management, and real-time dashboard engineering. Committed to building reliable, high-performance digital products while collaborating effectively within Agile engineering teams.

EXPERIENCE

Software Developer – Edwak Nutrition

Nairobi, Kenya February 2026 – April 2026
Designed, developed, and delivered a complete clinical nutrition web platform and administrative dashboard from end to end for a private client.

- Architected a high-performance web platform using Next.js 15 App Router, TypeScript, and Tailwind CSS, prioritising SEO compliance and brand credibility for a clinical nutrition consultancy.
- Engineered a custom AI-powered blog content management system integrating Google Gemini API to analyse health and wellness trends, auto-generate markdown articles, and enforce consistent clinical brand voice guidelines.
- Developed an enterprise-grade security architecture using Edge Middleware for fast token validation, rate limiting without external dependencies, and AES-256-GCM encryption to protect sensitive system configurations.
- Built a comprehensive admin dashboard with a PostgreSQL and Prisma backend, enabling full content management for services, dynamic pricing, media gallery uploads via Cloudinary, and client testimonial moderation.
- Implemented an intelligent appointment booking pipeline with custom routing for specialised healthcare services, complete with automated transactional email notifications via Resend.

Key Achievement:

- Successfully designed, built, and launched a production-ready clinical nutrition platform that integrates AI content generation, enterprise-level security, and a fully functional admin dashboard into a single cohesive product.

Software Developer – Snark Health

Nairobi, Kenya April 2024 – January 2026
Developed and maintained digital systems supporting healthcare operations and hospital management reporting.

- Built a full hospital operations dashboard using Next.js, TypeScript, and TailwindCSS to centralise hospital data and analytics.
- Implemented RESTful CRUD APIs using Next.js API routes and Prisma ORM integrated with PostgreSQL relational databases.
- Integrated third-party APIs and internal system services enabling seamless data exchange between hospital modules.
- Engineered real-time KPI analytics dashboards tracking bed availability, patient activity, and doctor performance metrics.
- Designed and maintained a library of reusable UI components to improve scalability and maintain consistent design standards.
- Deployed and maintained the application on AWS EC2 cloud infrastructure, ensuring high availability and system stability.
- Participated in code reviews, technical planning sessions, and iterative Agile sprints to deliver product features on schedule.

Key Achievement:

- Successfully delivered and deployed a production hospital dashboard platform actively used to monitor hospital operations, streamline workflows, and surface real-time analytics for clinical management teams.

EDUCATION

Software Engineering

Moringa School
Nairobi, Kenya May 2023 – Nov 2023

Management Information Systems

European Business University
Luxembourg Sep 2022 – Mar 2023

BCom – Procurement & Supply Chain

Kenyatta University
Nairobi, Kenya Sep 2016 – Jul 2022

CERTIFICATIONS

- Fortinet Certified Fundamentals (FCF)** – Fortinet IT Networking Course
- Fortinet Certified Associate (FCA)** – Fortinet IT Networking Course
- Certificate in Leadership Development and Mentorship** – Kenyatta University

REFEREES

Edna Rigba

Owner
Edwak Nutrition
Tel: +254 710 404 098

Edwin Lubanga

Chief Technology Officer
Snark Health
Tel: +254 712 181 410

Nelson Lawrence

Managing Director
Vepo Clear Water Ltd.
Tel: +254 791 291 125

Deborah Bosire

Human Resource Manager
Apollo Agriculture
Tel: +254 790 423 489

Derek Otwenyo

Team Leader
Momentum Credit Ltd.
Tel: +254 798 664 494

Francis Salaton

Team Leader
Swivel Marketing Agency
Tel: +254 708 469 267

Junior Software Developer – Vepo Clear Water Ltd.

Nairobi, Kenya

September 2023 – March 2024

Contributed to building an internal sales and production management application supporting company operations.

- Collaborated with senior engineers to design, develop, and test internal enterprise application features.
- Gathered and translated business requirements into technical specifications and implementable software solutions.
- Developed and shipped new application features and UI enhancements improving system functionality and user experience.
- Conducted systematic debugging and troubleshooting to resolve application errors and maintain overall system reliability.
- Maintained clean, well-documented, and version-controlled code to support long-term maintainability and team collaboration.
- Supported application testing processes and participated in quality assurance reviews prior to feature releases.

Key Achievement:

- Improved overall application reliability by proactively identifying operational inefficiencies and proposing targeted technical solutions that enhanced system performance.

Data Analyst Intern – Apollo Agriculture

Nairobi, Kenya

October 2021 – April 2022

Supported data analysis operations for an agri-fintech company providing financing and farm inputs to smallholder farmers.

- Maintained accurate and well-organised records of farmer data and operational datasets used by the sales team.
- Made outbound calls to registered farmers to gather information about their farming activities, loan usage, and crop output for use in company data analysis.
- Recorded farmer responses from calls clearly and accurately to make sure the data collected was complete and ready for the analysis team to use.
- Collected, cleaned, and processed data from customer transactions and agricultural training programme records.
- Prepared structured analytical reports enabling management to evaluate farmer performance trends and loan activity patterns.
- Analysed customer feedback to surface insights for improving product offerings and strengthening customer engagement strategies.

Key Achievement:

- Delivered consistently complete and analysis-ready datasets by maintaining rigorous data collection and recording standards, directly supporting the team's ability to generate accurate farmer performance reports and inform lending decisions.

Call Centre Agent / Credit Analyst – Momentum Credit Ltd.

Nairobi, Kenya

March 2021 – September 2021

Evaluated loan applications and provided financial advisory support to customers seeking credit services.

- Analysed financial statements including income statements, balance sheets, and cash flow reports to assess creditworthiness.
- Reviewed credit histories, repayment records, and risk profiles to determine applicant loan eligibility and recommend appropriate credit limits.
- Communicated professionally with applicants to gather additional financial information required for loan processing and approvals.
- Followed up with customers regarding outstanding loan repayments and provided guidance on repayment options to reduce default rates.
- Maintained accurate and up-to-date records of all loan applications, customer interactions, and credit decisions in the CRM system.
- Handled a high volume of inbound and outbound calls daily, ensuring every customer was attended to politely and their concerns were resolved promptly.

Jeremy Omare

Project Manager

Best Energy

Tel: +254 702 078 754

PROFESSIONAL AMBITION

To grow a meaningful career by combining my technical, operational, and people skills to deliver real value. Whether that is building reliable software, supporting customers effectively, solving IT and systems challenges, or improving procurement and logistics processes. I bring a mix of hands-on experience across different industries and I am committed to doing good work, learning continuously, and making a positive contribution in any environment I work in.

Key Achievement:

- Contributed to reducing customer default rates by proactively following up on outstanding repayments and providing clear, empathetic guidance on repayment options, helping maintain healthy loan recovery performance for the credit team.

Merchandiser / Brand Ambassador – Swivel Marketing Agency

Nairobi, Kenya

February 2019 – January 2020

Promoted client brands through direct marketing campaigns and customer engagement initiatives across promotional events.

- Represented client brands professionally across a range of promotional campaigns and marketing activation events.
- Planned and executed targeted marketing activities to grow brand awareness and drive customer engagement.
- Managed marketing merchandise and promotional inventory to ensure adequate supply for campaign activities.
- Engaged directly with consumers to deliver product demonstrations, answer queries, and communicate brand value propositions effectively.
- Collected and reported customer feedback and customer turnout data from promotional events to support campaign performance reviews.
- Met daily sales and engagement targets set by the agency by actively approaching customers, starting conversations, and promoting products in a friendly and confident manner.

Key Achievement:

- Consistently met and exceeded daily sales and engagement targets across multiple campaign activations by combining confident consumer outreach with effective product demonstration, contributing to strong campaign performance results for the agency's clients.

Supply Chain Attachment – National Treasury of Kenya

Nairobi, Kenya

September 2018 – November 2018

Supported daily operations within the Supply Chain Management department of the Kenyan National Treasury.

- Maintained organised and accurate inventory records for government supplies and operational materials.
- Processed issuance and retrieval of store items for authorised personnel in line with procurement protocols.
- Assisted in evaluating supplier applications and managing procurement documentation in compliance with government standards.
- Supported the preparation of Local Purchase Orders (LPOs) and assisted in tracking delivery timelines from approved suppliers.
- Participated in periodic stock-taking exercises to verify physical inventory counts against official records and flag discrepancies.
- Drafted and filed official correspondence and internal memos related to supply requests and procurement approvals, ensuring all paperwork was properly recorded.

Key Achievement:

- Maintained a 100% compliance record in store issuance and procurement documentation by adhering strictly to government procurement protocols, contributing to a well-organised and audit-ready supply chain department throughout the attachment period.

PROJECTS

Yikes YTD – YouTube Video Downloader github.com/WinterJackson/Yikes-YTD

A desktop application that enables users to download individual YouTube videos and complete playlists. The tool demonstrates frontend interface design and API interactions for retrieving and processing multimedia content programmatically.

Technologies: Python, Tkinter, CustomTkinter

BTS Solar Panel Sizing Tool github.com/WinterJackson/BTS-Sizing-Tool

A solar installation planning application that calculates battery capacity, required panel count, and total power demand for off-grid solar energy systems. Designed to help solar installers quickly estimate optimal system configurations and reduce manual calculation errors.

Technologies: Python, Tkinter, CustomTkinter

VOLUNTEER EXPERIENCE

Participated in collaborative technology projects and continuous learning programmes focused on modern software development practices, including full-stack web development, cloud deployment, and RESTful API design.

TECHNICAL SKILLS

Languages JavaScript, TypeScript, Python	Frontend React.js, Next.js, React Native, TailwindCSS, Framer Motion, HTML/CSS	Backend & APIs Django, Node.js, RESTful API Development, Prisma ORM, Next.js Server Actions, Edge Middleware, Zod
Databases PostgreSQL, MySQL, MongoDB	Cloud & DevOps AWS EC2, Linux Server Environments, Cloud Deployment, Vercel Edge, Cloudinary	Tools & Platforms Git, GitHub, VS Code, Microsoft Office Suite
Dev Practices Agile Development, Software Architecture, API Integration, Technical Documentation	Data & Analytics Data Cleaning, Reporting, Business Insights, Excel Analysis	Customer Service Client Communication, Query Resolution, CRM Management, Customer Retention
Credit & Finance Credit Analysis, Financial Statement Review, Loan Processing, Risk Assessment	Sales & Marketing Brand Promotion, Campaign Execution, Product Demonstration, Consumer Engagement	Supply Chain Inventory Management, Procurement Documentation, Stock Reconciliation, LPO Processing
Soft Skills Team Collaboration, Problem Solving, Attention to Detail, Adaptability, Time Management	AI & Security Google Gemini API, JWT (Jose), Cryptography (AES-256)	