

JOHN WAFULA WERE

B.Sc. IT, AWS Certified, HCIA Certified

Software Engineer | Full-Stack Developer | Enterprise Systems Developer
Nairobi, Kenya

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Professional Summary

Software Engineer with experience designing, developing, deploying, and maintaining enterprise web applications for government institutions. Proficient in PHP, JavaScript, MariaDB/MySQL, Firebase, REST APIs, Linux (Debian), Apache, and modern web technologies. Experienced in delivering secure, production-grade applications including Customer Experience, Recruitment, and workflow management systems. Strong foundation in secure software development, database design, application integration, and production deployments. AWS Cloud Practitioner, CCNA, HCIA-Datacom, DevNet, and CyberOps certified with a passion for building scalable enterprise solutions.

Professional Experience

*March 2025 – August 2026 **Software Engineer / ICT Intern** – Office of the Registrar of Political parties, Westlands, Kenya.*

Key Responsibilities & Achievements;

- Designed, developed, deployed, and maintained the Customer Experience Management System (CEMS), an enterprise platform supporting customer registration, queue management, service delivery, customer feedback, complaints, compliments, reporting, and Access to Information workflows.
- Designed and implemented secure RESTful PHP APIs integrated with MariaDB databases to support authentication, customer management, reporting, and workflow automation.
- Developed responsive and user-friendly web interfaces using HTML5, CSS3, and JavaScript, delivering a consistent user experience across desktop and mobile platforms.
- Implemented Role-Based Access Control (RBAC) to enforce secure system access for Administrators, Office Administrators, Customer Experience Officers, Serving Officers, Human Resource Managers, Applicants, and other authorized users.
- Designed and implemented interactive dashboards and analytical reports to provide real-time insights into service delivery performance, customer feedback, and operational metrics.
- Deployed, configured, and maintained production applications on Debian Linux servers using Apache, ensuring high system availability, reliability, and security.

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- Implemented Progressive Web Application (PWA) functionality using Service Workers, enabling offline operation and seamless data synchronization.
- Integrated Firebase Authentication, Cloud Messaging, and Firestore services to support secure authentication, real-time synchronization, and notifications.
- Collaborated in the design and development of the ORPP E-Recruitment System, supporting online applications, applicant management, document processing, and recruitment workflows.
- Developed QR code-based customer feedback functionality and automated reporting features to improve customer experience monitoring and decision-making.
- Optimized database queries, backend processes, and application workflows, improving overall system performance and responsiveness.
- Gathered business requirements from stakeholders, translated operational needs into technical solutions, and delivered continuous system enhancements following organization-wide rollout.
- Applied secure software development principles, including input validation, authentication controls, and data protection measures, to enhance system security and reliability.

*May 2023 – July 2023 **ICT Intern** – Bungoma County Government, Bungoma, Kenya.*

Key Responsibilities & Achievements;

- Contributed to the development, enhancement, and maintenance of the Bungoma Automated Revenue Management System (BARMS), improving revenue collection processes and financial reporting.
- Supported secure data management and analysis of daily revenue records, enhancing financial accountability, audit readiness, and reporting accuracy.
- Applied software updates, security patches, and system maintenance procedures to strengthen infrastructure security, system stability, and operational efficiency.
- Configured and maintained departmental network infrastructure, ensuring secure connectivity and protecting sensitive government information across multiple departments.
- Delivered user training and technical support on the BARMS application, improving user adoption, operational efficiency, and reducing fraud-related risks.
- Managed user accounts, access rights, and authentication processes while providing front-line technical support to ensure secure and reliable access to critical information systems.
- Collaborated with ICT staff in troubleshooting hardware, software, and network-related issues, minimizing system downtime and improving service continuity.
- Assisted in implementing cybersecurity best practices, including secure user access, system monitoring, and data protection measures.

Skills and competency

PHP, JavaScript (ES6+), Java, Python, SQL, HTML5, CSS3, RESTful API Development, JSON, Progressive Web Applications (PWA), MariaDB/MySQL, Database Design & Management, Firebase Firestore, Firebase Realtime Database, Firebase Authentication, Firebase Cloud Functions, Firebase Cloud Messaging (FCM), Firebase Hosting, Apache HTTP Server, Debian Linux, Git, GitHub, Full-Stack Web Development, Enterprise Application Development, Software Development Life Cycle (SDLC), Object-Oriented Programming (OOP), Role-Based Access Control (RBAC), Secure Software Development, Authentication & Authorization, Identity & Access Management (IAM), Input Validation, Security Hardening, Vulnerability Assessment, Data Protection, System Deployment & Configuration, Software Testing & Debugging, System Documentation, Chart.js, Bootstrap, jQuery, TCP/IP, Routing & Switching, VLAN Configuration, Network Troubleshooting, Wireless Networking, Visual Studio Code, Android Studio, Postman, GitHub Desktop, Microsoft Office Suite.

Key Software Projects

Customer Experience Management System (CEMS) – <https://cems.orpp.or.ke>

Technologies: PHP, MariaDB, JavaScript, HTML5, CSS3, Firebase, REST APIs, Apache, Debian Linux, Progressive Web App (PWA)

- Designed, developed, deployed, and maintained an enterprise Customer Experience Management System (CEMS) to manage customer registration, queue management, service delivery, feedback collection, complaints, compliments, and Access to Information workflows.
- Developed secure PHP REST APIs integrated with MariaDB to support authentication, reporting, workflow automation, and role-based access control (RBAC).
- Implemented interactive dashboards, analytics, QR code-based customer feedback, and automated reporting to support data-driven decision-making.
- Deployed and maintained the production system on Debian Linux with Apache while implementing offline functionality using Progressive Web App (PWA) technologies.

ORPP E-Recruitment System – <https://recruitment.orpp.or.ke>

Technologies: PHP, MariaDB, JavaScript, HTML5, CSS3, Firebase Authentication, REST APIs

- Developed an online recruitment platform supporting account creation, online job applications, applicant tracking, and document management.
- Implemented secure authentication, role-based access control, and administrative workflows for recruitment management.
- Designed responsive user interfaces and backend APIs to streamline recruitment processes and improve user experience.
- Integrated automated email notifications and application status tracking to enhance communication with applicants.

Education and Qualifications

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Bachelor of Science, Information Technology - Second Class Honours (**Upper Division**)

University of Eldoret, Faculty of Science

Project:

FindItHub Android Application (for lost and found)

Leadership & Activities:

- Class Representative, Bachelor of Science in Information Technology (2021–2024)
- Member, University of Eldoret Computer Studies Club (UOECSC)
- Player, FC C1 Football Club

Professional Development and Certification

- AWS Certified Cloud Practitioner – Amazon Web Services (AWS), 2024
- Google Cybersecurity Professional Certificate – Google, 2025
- HCIA-Datacom – Huawei ICT Academy, 2025
- Cisco Certified Network Associate (CCNA) – Cisco Networking Academy, 2025
- Cisco DevNet Associate – Cisco Networking Academy, 2025
- Cisco CyberOps Associate – Cisco Networking Academy, 2025
- Introduction to Cybersecurity – Cisco Networking Academy, 2025

Credential Verification: <https://www.credly.com/users/john-were>

References

1. Mr. Josephat Nyongesa

Principal ICT Officer,
ORPP.

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2. Mr. Gilbert Cheruiyot ICT Officer,

Bomet County Government.

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3. Beatrice Adera Amollo

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ORPP.

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