

PROFESSIONAL SUMMARY

Senior Software Engineer with 4 years of experience developing high-performance enterprise systems and optimizing CRM solutions. Integrated AI-driven innovations to enhance productivity by 20% and streamline operations. Proficient in full-stack development, cloud computing, software architecture, and delivering impactful software solutions.

EXPERIENCE

APR 2023 – JAN 2025

Senior Software Engineer, Visa Inc, USA

- Optimized Visa's critical CRM systems, enhancing operational efficiency by 20% for 1,000+ users.
- Collaborated across teams to ensure 99% uptime for enterprise systems, mentoring junior engineers on debugging best practices.
- Developed solutions enabling seamless third-party integrations with Visa's CRM, improving stakeholder efficiency and increasing sales by 10% through streamlined workflows and reduced manual processes.
- Led training sessions for 5 summer interns, providing technical direction and project support; resulted in successful project completion and enhanced their skill sets, with 100% of interns receiving positive feedback from their managers

JUN 2021 – APR 2023

Software Engineer, Visa Inc, USA

- Developed and maintained custom Dynamics CRM features using C# and JavaScript, improving usability for 500+ stakeholders.
- Diagnosed and resolved critical issues, minimizing downtime and maintaining a 99% system reliability rate.
- Enhanced system performance, increasing productivity for cross-functional teams by 15%.
- Collaborated with teams to support Visa's migration from legacy CRM systems and streamlined the CI/CD process to improve deployment efficiency.

MAY 2020 – JUL 2020

Software Engineering Intern, Visa Inc, USA

- Designed a progressive web app with React.js, Spring Framework, and APIs, achieving 95% accuracy in predicting service wait times to reduce COVID-19 exposure risks.
- Proposed and executed a digital marketing strategy to drive the adoption of digital payments among unbanked populations

MAY 2019 – APR 2020

Website Assistant, Manchester University, USA

- Developed and maintained the university website ensuring compliance with university standards and optimized website features to reduce latency by 10%.
- Conducted comprehensive testing to ensure 98% compliance with SEO standards and improved key site performance benchmarks.

SKILLS

- Programming Languages:** JavaScript, C#, Java, .Net 9, HTML, CSS, Python.
- Frameworks:** MS PowerApps, React.js, Next.js, Node.js, Spring.
- Cloud & Databases:** Microsoft Azure, AWS, MySQL, Postgress, Firebase.
- Development Tools:** Git, Github, Docker, Jira, Postman, Agile, Maven, Gradle, Workato, WorkBench, Figma, ArcGIS, Framer.
- Other Skills:** MS Dynamics 365 CRM, Salesforce CRM, MS Power Automate, MS Power Apps, RESTful APIs, Agile Methodologies.
- Certifications:** AWS Certified Cloud Practitioner – CLFC02, MS Azure fundamentals – AZ900

EDUCATION

AUG 2017 – MAY 2021

B.S in Software Engineering, Manchester University, USA

- Minor** in Mathematics and Data Science.
- Key Project:** Built a Google Maps clone for directions and area estimation, processing geospatial data for locations exceeding 10,000 square mile.

LINKS

[LinkedIn: Andrew-Luwaga](#)

[Portfolio: Luwaga.io](#)