

Owen Oscar

+254768262121 • Nairobi • owenoscar18@gmail.com • [Linkedin](#) • [Github](#) • [Portfolio](#)

PROFESSIONAL EXPERIENCE

Software engineer

July 2023 - Dec 2023

Techlit Africa | *Nakuru / Mogotio*

- I developed scalable cloud architecture on AWS to support over 1000 daily active students in the Techlit program.
- I contributed to the optimization of PostgreSQL database queries, reducing latency by 30% and improving Techlit's application performance.
- Led migration from monolith to microservices, breaking apart legacy codebase into 6 independent services.
- Implemented CI/CD pipelines to automate testing and reduce deployment times from an hour to under 15 minutes.
- Designed NoSQL database schemas optimized for high read/write throughput, enabling support for up to 1000 transactions per second.
- Built high-availability services and systems able to scale horizontally across server clusters to handle traffic spikes.
- Aided in development of RESTful APIs used by 3 Techlit's frontend applications.
- Diagnosed and debugged over 50 tickets related to backend bugs or issues per sprint, providing solutions in an average of 1 hour.

Technical support specialist

Jan. 2022 - July. 2023

Lessos educational center | *Kapsabet*

- Provided daily IT support to over 2000 students, teachers and staff across 5 school buildings resolving 200+ tech related issues per month.
- Set up laptops, desktops, mobile devices, printers and other peripherals for 10+ new employees and improved onboarding efficiency by 65%.
- Trained 100+ educators on using classroom technology like smart boards, projectors and new software systems.
- Created help guides and FAQs reducing basic IT Support requests by 45% through self-service troubleshooting.
- Maintained 98% uptime for core systems including WIFI, internet, and servers supporting 8 school-wide initiatives.
- Tracked IT assets inventory for 200+ items across 5 locations ensuring chain of custody and security auditing.

IT Support intern

Sep. 2019 - Dec. 2019

DeepAfrica Co LTD | *Nairobi*

- Provided tier 1 technical support for 250+ clients on shared hosting plans, resolving password reset, email and basic website issues over phone and email.
- Documented over 100 client support tickets per week, achieving 80% first contact resolution rate and 4.8/5 customer satisfaction score.
- Assisted system administrators in monitoring the health of over 1000 Linux-based web servers to identify potential issues and prevent service outages.
- Set up cPanel and WHM accounts for 30+ new hosting customers per month including configuring DNS settings, email and databases.
- Created FAQ articles for 5 most common customer issues related to FTP, redirects, SSL certificates resulting in 10% ticket deflections.
- Shadowed senior engineers during maintenance tasks like server migrations, control panel updates, and load balancer configuration gaining hands-on experience.

EDUCATION

ALX Software engineering | Alx (Nov. 2022 - Jan. 2024) - Graduated.

Google IT Support Professional Certificate | Coursera (Nov 2022) - Graduated.

CS50X Computer science | Harvard University (August 2022) - Graduated.

Diploma in ICT | Ol'lessos Technical Training Institute - Graduated.

SKILLS

Languages | HTML | CSS | JAVA | JAVASCRIPT | PYTHON.

Frameworks | Java SpringBoot, Nodejs, React

Database | Oracle | MySQL | MongoDB.

Platforms | Windows | Linux | MacOS.

Technical support skills :

Helpdesk ticketing experience | Customer service and satisfaction focus | User onboarding and training | Documentation writing.