

# OWEN OSCAR

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## EDUCATION

**ALX Software Engineering**  
**Havard CS50x. Computer Science**  
**O'lessos Technical Institute**

**Ongoing**  
**Nov 2022**  
**Nov 2021**  
**Diploma in ICT**

**Nambale High School**  
**Kenya Certificate of Secondary Education**  
**2016**

**Busia, Kenya**  
**Jan 2013 – Nov**

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## ACHIEVEMENTS/AWARDS

**Google Technical Support Professional Certificate**  
**Havard CS50x, Cambridge massachusetts**  
**Fundamentals of digital marketing**  
**The Nambale High School**

**Nov 2022**  
**2019 – 2022**  
**Sep 2022**  
**2013 – 2016**

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## WORK EXPERIENCE

**TechLit Africa, Kenya**  
**Present**

**July 2023 –**

### Software Engineer (Onsite)

- Collaborating with senior developers to design, code, test and debug software applications.
- participating in code reviews to receive constructive feedback and improve coding skills.
- Working on real-world projects contributing to the development life cycle.
- Learning and applying coding best practices and principles

**Lessos Educational Centre, Kapsabet - Kenya**  
**2023**

**Jan 2022 – July**

### Technical Support Specialist (Onsite)

- Delivering top-notch support and ensuring seamless operation of IT infrastructure in school.
- Provided comprehensive assistance to the school administration staff, teachers and kids while troubleshooting and resolving a wide range of hardware and software issues.
- Configured and maintained computer systems and peripherals to suit daily activities and operation of the school.
- Implemented and enforced robust security protocols by conducting regular security assessments and neutralizing malware infected computers with Antivirus.
- Committed to staff empowerment, I conducted informative training sessions, created user-friendly documentation and kept end-users informed about system changes and updates.

**deepAfrica Company Limited, Nairobi - Kenya**  
**2019**

**Sep 2019 – Dec**

### Technical Support Intern (Onsite)

- Diagnosed and troubleshoot technical issues related to hosting services, website configurations, and domain management.
- Provided prompt and effective technical support to customers through various channels, including email, chat, and phone.
- Communicated technical information clearly to customers with varying levels of expertise.
- Maintained accurate records of customer interactions and issue resolutions in the company's ticketing system.
- Educated customers on best practices for optimizing their hosting services, including website performance, security and backups.
- Collaborated with other departments to address complex technical issues and improve overall service quality.

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## PROJECT AND RESEARCH

**AI Conversation Skills Enhancement Project, deepAfrica company**  
**2023 Project Lead-Assistant**

**May 2023 – Aug**

- Led the generation of ideal conversation AI technical assistant named (momo) to directly generate efficient solutions to clients problems.
- Conducted continuous evaluation of AI models for safety, accuracy, and benefit to humanity.
- Actively participated in testing procedures to identify and address momo AI vulnerabilities.

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## CO-CURRICULAR ACTIVITIES

- Basketball
- Peer coding reviews and debates

## **SKILLS**

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- Basic Design Thinking and Entrepreneurship Skills
- Programming skills: intermediate level in HTML, CSS, Tailwind CSS, JavaScript, TypeScript, React, MySQL
- Presentation Skills: public speaking and lead presenter in team presentation
- Creative writing and copy generation, Linguistics and Language analysis, Conversational AI Training, Data evaluation and testing.
- Continuous Learning and Adaptability.