

Alex Maina Kimani

Phone: +254 707 705 021

Email: alexmainakimani@gmail.com

LinkedIn: [linkedin.com/in/mainakimani](https://www.linkedin.com/in/mainakimani)

Website: mainakimani.onrender.com

ENTREPRENEUR | CUSTOMER EXPERIENCE | LEADERSHIP | WEBSITE DESIGN AND DEVELOPMENT |

GRAPHIC DESIGN | UX DESIGN | UI DESIGN | TECHNICAL SUPPORT

PROFILE SUMMARY

4+ years of experience in Entrepreneurship, Customer Support, Software Development, Technical Support, and Graphic Design. I am passionate about the adaptation and application of technology to solve problems. I'm proficient in developing and maintaining relationship with stakeholders and clients, ensuring quality deliverables and support, achieving customer satisfaction and operational excellence.

EDUCATION

DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY

CLASS OF 2018

Bachelor of Science in Computer Science

PROFESSIONAL COURSES

JENGA SCHOOL

JAN 2022 – TO DATE

Software Engineering Program Accelerator

WORK HISTORY AND EXPERIENCE

FREELANCING – CONTRA.COM

APRIL 2022 – PRESENT

Software Engineer

- Converting your user interfaces to code with modern tools and setting up a standard deployment process.
- Enhancing functionality and rich user experience.
- Developing software solutions which are user-centered, fast, and fault tolerant systems that will scale to meet the presented business needs.

WOL ARTS

OCTOBER 2019 - TO DATE

Entrepreneurship

- I supervise most of the operations in this business which deals with interior design and revamping spaces and walls in the most innovative, simple and fun way possible.

- In a nutshell, the business deals with: Photo Mounting services; Creative art to spice up your home; Corporate art for your walls that showcase your culture and brand; Retail, hospitality, and commercial art display solutions; Gifting and promotion solutions for any budget.

DEPARTMENT OF IMMIGRATION, NAIROBI – NYAYO HSE.

SEPT 2020 – JUNE 2022

Data Officer, Contract

- Preparing and sorting files and documents for data entry.
- Entered data in to the database software as well as checked to ensure the accuracy of the data that has been inputted.
- Resolved discrepancies in information and obtained further information for incomplete documents as a quality controller.
- Creating data backups as part of a contingency plan.
- Responding to information requests from the validators.

MOIRANI BEAUTY, NAIROBI

APRIL 2020 – MARCH 2022

Part Time – Brand & Web Design

- Worked as part of a team that developed new methods for expanding business. Being a start-up natural cosmetics business, I mainly assist with branding and market research. My designs and proposed strategies facilitated a 70% sales increase within six months. Currently working on the company's website. I also work closely with the customers who help in identifying new opportunities and nichés in product development.

KENYA NATIONAL BUREAU OF STATISTICS (KNBS)

JULY 2019 – AUGUST 2019

ICT Supervisor Kirinyaga County, Contract.

- Ensured that the Kenyan 2019 national census ran smoothly within four locations in Kirinyaga County.
- Was in charge of 50 content supervisors and ensured that the enumerators are adequately trained.
- Provided technical support on ICT related issues.
- Provided daily and weekly updates on the progress in custom-designed PowerPoint or e-mail presentations.

DEEP AFRICA, THIKA

MAY 2019 – JULY 2019

Web Developer & Technical Support

- Maintained and ensured the web servers are working correctly.
- Troubleshooting and resolving service desk requests/tickets.
- Web design and development (WordPress, Django, Node.js, Laravel).
- Software installation and LAN support.
- Offered customer support to clients who needed help with their websites.
- Responsible for logging all new customer inquiries.

HELLO TRACTOR, NAIROBI

FEB 2019 – MAY 2019

Software Engineer

- Software (website and android app) design and testing.
- Technical research and documentation.
- Graphic, UI, and UX design
- Worked with farmers to identify potential ways in which they could benefit from the mobile app.

SKILLS

Teamwork, Leadership and Management, Organization, Communication, Project Management

Python, JavaScript, HTML&CSS, Figma, Adobe Suite, Tailwind CSS, React, Node JS, Django Framework

Azure, Jira, Docker, Kubernetes

COURSES

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| 1. Introduction to Human-Centered Design | August 2020 |
| 2. Web Development Bootcamp | July 2020 |
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AWARDS AND RECOGNITION

Outstanding Leadership – Dedan Kimathi University Christian Union (2016/2017)

REFEREES

Available upon request