

## **Ancent Kitonyi**

Nairobi

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+254706144397

[ancentkitonyi.m@gmail.com](mailto:ancentkitonyi.m@gmail.com)

Portfolio: <https://ancentkitonyi.github.io/portfolio/>

## **EDUCATION**

### **Software Development Certificate - Power Learn Project Scholarship Program**

// February 2023 - Present

### **Bachelor of Science in Information Technology ( Undergraduate Degree ) - Jomo Kenyatta University of Agriculture and Technology**

// May 2017 - April 2021, Nairobi

Graduated with a Second Class Honors Upper Division

### **Code Ramp Training Program Certificate - Moringa School**

I acquired foundational skills in HTML5, CSS, JavaScript, Python, and Flask for web development.

### **Kenya Certificate of Secondary Education (KCSE) - Kitondo Secondary School**

// January 2012 - November 2015, Makueni

Grade: B (Plain)

## **EXPERIENCE**

### **Customer Experience Associate - Buymore Limited**

// January 2023 - October 2023, Nairobi, Kenya

I was promoted for exceptional performance. I was responsible for delivering a high-quality customer experience. Specializing in up-selling and customer retention, adept at providing immediate solutions to challenges. Recognized for finding creative solutions to UX problems, including enhancing usability and findability. Committed to ensuring customer satisfaction through innovative problem-solving approaches

### **Product Intern - Buymore Limited**

// August 2022 - November 2022, Nairobi, Kenya

I contributed to Buymore Limited's Product Department, specializing in digital solutions for retail businesses. Oversaw quality assurance and control, conducting thorough testing of new features to ensure functionality and usability. Proficient in documenting test activities, both in writing and oral presentations. Acted as the user advocate in the software development process, reporting and tracking bugs. Additionally, collaborated with the sales team as a sales analyst, identifying customer needs to inform strategic product development with a focus on UX/UI concepts.

### **Data Capturer - Kenya National Examination Council (KNEC)**

// April 2022 - December 2023, Nairobi, Kenya

I was responsible for accurate and organized data entry for the K.C.S.E class of 2021, 2022, and 2023.

I took pride in my work and strived to maintain the highest level of quality in all my data entry tasks. In addition to data entry, I was also responsible for organizing files to ensure that data was easily accessible when needed.

### **Debt Management Intern - Higher Education Loans Board (HELB)**

// November 2021 - July 2022, Nairobi, Kenya

I worked in the Allocation Unit. I played a key role in diverse tasks, including netting and billing of matured loans, correspondence facilitation with employers and loanees for deductions and repayments, issuance of compliance certificates, stop orders, and clearance certificates. Responsiveness to customer queries and requests for service, along with the analysis of suspense data and waiver calculations, demonstrated a strong commitment to the role. Received positive feedback for satisfactory work ethics and efficient task execution.

### **County ICT Clerk - Independent Electoral and Boundaries Commission (IEBC)**

// Aug 2022, Kajiado, Kenya

I was responsible for providing high-quality first-level ICT support services to the Returning Officer at the tallying center. Also prepared, configured, and tested KIEMS kits in readiness for the elections.

### **Voter Registration Assistant - Independent Electoral and Boundaries Commission**

// Oct 2021 - Nov 2021, Kajiado, Kenya

As a VRA, I was responsible for the voter registration process in Matapato South Ward.

## **AWARDS & PROFESSIONAL CERTIFICATIONS**

Learnovate Technologies Ltd:

**PRINCE2 Agile® Project Management Certification**

Google:

**UX Design Professional Certificate | The Online Marketing Fundamentals**

Cisco Academy:

**Introduction to Cybersecurity | Networking Essentials | CCNA1: Introduction to Networks | CCNA2: Switching, Routing, and Wireless Essentials | CCNA3: Enterprise Networking, Security, and Automation**

Huawei:

**HCIA-Cloud Computing V4.0**

## **SKILLS**

**Technical:** Customer Experience | Product Quality Assurance | User Interface & Design | Web Development | Database management

**Analytical:** Problem sensitivity | Report Writing | Data Analysis | Creative Thinking

**Design:** User research | Wireframing | Usability studies | Presentation | Prototyping

**Collaboration:** Communicative | Gives design critique + feedback | Detail-oriented

**Project Management:** Task Prioritization | Time Management | Agile Project Management (PRINCE2 Agile®)

**Soft Skills:** Adaptability | Initiative | Problem-solving | Leadership | Teamwork | Communication

## **PROFESSIONAL ACCOUNTS & PROJECTS**

**LinkedIn:** <https://www.linkedin.com/in/ancentkitonyimutua/>

**Github:** <https://github.com/ancentkitonyi>

**Portfolio:** <https://ancentkitonyi.github.io/portfolio/>

## **REFEREES**

### **HELB**

Lawrence Mwirigi (Allocation Unit Manager) | [Lnkaabu@helb.co.ke](mailto:Lnkaabu@helb.co.ke) | 0721985993

### **Buymore Limited**

Jackline Adhiambo (HR) | [jackline@buymore.co.ke](mailto:jackline@buymore.co.ke) | 0727800692

### **KNEC**

Felistus W. Nyalo (ICT Officer) | [fnyalo@knec.ac.ke](mailto:fnyalo@knec.ac.ke) | 072644455

### **JKUAT**

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