Ancent Kitonyi Mutua

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Portfolio: https://ancentkitonyi.github.io/portfolio/
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Github: https://github.com/ancentkitonyi

Education

Software Development Certificate - *Power Learn Project Scholarship Program*

| February 2023 - Present

Bachelor of Science in Information Technology - *Jomo Kenyatta University of Agriculture and Technology, Nairobi.*

| May 2017 - April 2021
| Graduated with a Second Class Honors Upper Division

Code Ramp Training Program Certificate - *Moringa School, Nairobi.*

| August 2016 - November 2016
| Acquired foundational skills in HTML5, CSS, JavaScript, Python, and Flask for web development.

Kenya Certificate of Secondary Education - *Kitondo Secondary School, Makueni.*

| January 2012 - November 2015
| Grade: B (Plain)

Experience

Customer Experience Associate - *Buymore Limited, Nairobi.*

| January 2023 - October 2023
| I was responsible for delivering a high-quality customer experience. My duties revolved around customer onboarding, product training, troubleshooting, offering technical support and preparing reports including User Acceptance Tests that relayed feedback to our

engineering team on how best to improve our products. I was 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, Nairobi.*

| August 2022 - November 2022
| 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. I acted as the user advocate in the software development process, reporting and tracking bugs. Additionally, I 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), Nairobi.*

| April 2022 - December 2023
| 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), Nairobi.*

| November 2021 - July 2022
| 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 service requests, along with the analysis of suspense data and waiver calculations, demonstrated a strong commitment to the role. I received positive feedback for satisfactory work ethics and efficient task execution.

County ICT Clerk - *Independent Electoral and Boundaries Commission (IEBC), Kajiado.*

| August 2022
| 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 (IEBC), Kajiado.*

| October 2021 - November 2021

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

Awards & Professional Certifications

Google:
UX Design Professional Certificate | The Online Marketing Fundamentals
Learnovate Technologies Ltd:
PRINCE2 Agile® Project Management Certification
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 Assuarance | 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

Referees

HELB
Lawrence Mwirigi (Allocation Unit Manager) | Lnkaabu@helb.co.ke | 0721985993
Buymore Limited
Jackline Adhiambo (HR) | jackline@buymore.co.ke | 0727800692
KNEC
Felistus W. Nyalo (ICT Officer) | fnyalo@knec.ac.ke | 072644455
JKUAT
Pamela Akinyi Dacha | pdacha@jkuat.ac.ke | 0715720030