







# Shadrack Anyona

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| Profiles       | <div> <a href="#">Anyona-00</a></div> <div> <a href="#">Shadrack Anyona</a></div>  |  |   |
| Summary        | Aspiring Technical Support Engineer with expertise in troubleshooting, front-end development, and customer support. Excited to join Microsoft's innovative team to help users solve complex technical challenges, maximize productivity, and contribute to the seamless delivery of world-class technology solutions.  |  |   |
| Experience     | <div><b>Adamur</b><br/>Resident Developer</div> <div><ul style="list-style-type: none"><li>- Lead technical troubleshooting and quality assurance efforts, identifying and resolving critical bugs through systematic problem analysis and documentation, resulting in improved application stability</li><li>- Manage end-to-end client communication and technical support, gathering requirements, providing regular progress updates, and delivering solutions that consistently meet client expectations</li><li>- Develop and maintain comprehensive technical documentation for projects, ensuring clear problem-solving procedures and knowledge transfer across teams</li><li>- Coordinate cross-functional collaboration between designers and developers to resolve complex technical challenges, improving project delivery efficiency by 20%</li><li>- Implement and maintain quality assurance processes, conducting thorough testing across multiple browsers and devices to ensure optimal user experience</li></ul></div> | <b>November 2024 - Present</b><br>Nairobi                        |   |
| Education      | <div><b>University of Nairobi</b><br/>Project Planing and Management</div>   | <b>September 2023 - Present</b><br>Bachelor's degree             |   |
| Projects       | <div><b>TeloSoma - Digital Learning Platform</b><br/><a href="https://github.com/The-Dragonss/TeleSoma">https://github.com/The-Dragonss/TeleSoma</a></div> <div>Created TeloSoma, a platform designed to help Kenyan university students overcome challenges posed by bulky lecture notes. It provides chunked, digestible content with interactive quizzes, progress tracking, and gamification.</div>  | <b>June 2024 - November 2024</b>                                 |   |
| Fellowship     | <div><b>KamiLimu, Mentee</b><br/><a href="#">KamiLimu</a></div> <div>Selected as 1 of 38 mentees in Kenya to participate in an 8-month mentorship program that empowers students with skills in personal development, ICT, innovation, and community engagement.</div>   | <b>March 2024 - November 2024</b>                                |   |
| Skills         | <div>Customer Service</div> <div>Technical Documentation</div>   | <div>Problem Analysis</div> <div>Technical Troubleshooting</div> | <div>Collaboration</div> <div>Quality Assurance</div> |
| Certifications | <div><b>JavaScript Algorithms and Data Structures</b><br/>freeCodeCamp</div> <div><a href="https://freecodecamp.org/certification/anyona/javascript-algorithms-and-data-structures">https://freecodecamp.org/certification/anyona/javascript-algorithms-and-data-structures</a></div>  | <b>December 2023</b>   |   |