

Augastine Ndeti

Software Developer & Research Specialist

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PROFILE STATEMENT

A competent individual with a passion for providing excellent customer support. Skilled in troubleshooting technical issues, explaining complex concepts in plain language, and creating a positive user experience. Adept at writing clear documentation, bug reports, and user guides. Motivated to continuously learn and grow in the Tech ecosystem.

SKILLS & AREAS OF EXPERTISE

Technical Skills:

- Proficient in HTML, CSS, and JavaScript
- Familiar with jQuery and WordPress
- Experience with Python Development
- Knowledge of tools like GitHub, Slack, and HelpNinja
- Comfortable with PHP (basic understanding)

Non-technical Skills:

- Excellent written and verbal communication skills
- Strong problem-solving and troubleshooting abilities
- Empathetic and patient with customers
- Detail-oriented and well-organized
- Ability to work independently and as part of a team.

WORK EXPERIENCE

Business Development Manager (*Ngeni LABs, Kenya*)

May 2023-January 2024

- Optimized internal lead generation process by 20%, resulting in a 15% increase in sales conversions.
- Developed and implemented a new customer onboarding process, reducing onboarding time by 30%.
- Analyzed customer data to identify trends and opportunities for process improvement.
- Collaborated with cross-functional teams to streamline internal workflows and communication.

Freelance Writer (*CourseHero, WriterPro.com, & Writerbay*)

November 2021 – April 2023

- Conducted research and analysis on various topics related to Python programming and web development.
- Developed detailed process flows and documentation for complex business operations.
- Communicated effectively with clients to understand their needs and deliver high-quality work on time.
- Managed multiple projects simultaneously while meeting deadlines and ensuring accuracy.

I.T. Support Officer-Intern (*Makueni County Government, Wote, Kenya*)

May 2021 - Oct 2021

- Provided technical support for County computers, networks, and software.
- Optimized network infrastructure by identifying and resolving network bottlenecks, leading to a 10% improvement in network performance.
- Conducted regular process audits and identified opportunities for streamlining IT operations.
- Configured IFMIS (*Integrated Financial Management Information System*) network ports.

EDUCATION

Rongo University,

Sep 2017 - Dec 2021

Attained a Bachelor's Degree Certificate in Computer Science, *Second Class Honors, Upper Division*.

OTHER CERTIFICATIONS

Web Development Professional Program by SoloLearn – <https://www.sololearn.com/certificates/CC-XY7M5O8H>

HOBBIES

- Researching the latest trends in Web Development to stay updated.
- Creating and updating WordPress-related documentation and tutorials.
- Participating in online communities and forums to share knowledge and learn from others.
- Problem-solving and strategic thinking through games like checkers.

REFEREES

Available upon request.