**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.