

Delsa Marasha

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SUMMARY

- A versatile professional with a foundation in software engineering and customer engagement, specializing in backend systems and IT networking. Proven experience in mentoring, community building, and customer service. Actively advancing skills in IT troubleshooting and support while leveraging entrepreneurial and leadership experience through initiatives like ALX Ventures. Known for clear communication, adaptability, and a results-driven approach to problem-solving and customer satisfaction.

EDUCATION / AWARDS AND CERTIFICATION

ALX AFRICA – Software Engineering Program (August 2024)

ALX AFRICA – Professional Foundation (May 2024)

DATA CAMP – Python for Data Science (2024)

ALX AFRICA – ALX Ventures (October 2024)

ALX AFRICA – Community Ambassador Award (November 2024)

ALISON – Diploma in Peer to Peer Networking (December 2024)

CURRENTLY ENGAGEMENT AND LEARNING

- **IT Support**
-Training in IT troubleshooting and technical assistance for diverse user needs.
 - **ALX AFRICA – ALX Ventures (Entrepreneurship)**
-Working on a start-up initiative called AfriMind, exploring entrepreneurship in the tech field.
-Leading a team of freelancers to develop AfriMind, a mental health platform tailored to African women, focusing on user-friendly features and community impact.
-Coordinated project timelines, delegated tasks, and ensured the delivery of high-quality work.
 - **ALX AFRICA – Founder Academy Volunteer**
-Facilitating student learning and mentored peers during a 3-day bootcamp, helping foster community engagement and knowledge sharing.
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SKILLS

-Data Manipulation and Cleaning
-Python for problem-solving and automation
-Database management and schema design
-Backend Development
-Communication Skills
-Empathy and Patience
-Flexibility

- Leadership and Team Collaboration
- Customer Service and Empathy
- Sales and Customer Conversion
- Problem-Solving and Adaptability

- Adaptability
- Positive Attitude
- Public Speaking
- Presentation Skills

AWARDS AND RECOGNITION

ALX AFRICA - Community Ambassador Award (November 2024)

- Recognized for leadership and volunteerism, facilitating community engagement and fostering learning within the ALX Network

LANGUAGES

English - Fluent