Esther Kamau

Member Support Unicorn

Profile

As a highly motivated and dynamic individual with a background in computer science, customer service, and digital marketing, I am a strong candidate for the Member Support Unicorn role. With a Google Technical Support Certification and a Cisco Cybersecurity Certification, I have gained extensive knowledge and experience in the field of technology, cybersecurity, and customer support. My skills in providing exceptional customer service, troubleshooting issues, and delivering results in a fast-paced environment, along with my expertise in digital marketing and content development, make me an asset to any team.

Details

Nairobi
Kenya
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kamauestherofficial@gmail.com

Education

Bachelor of Science Computer Science, Dedan Kimathi University of Technology

2019-April, 2023

- Course work includes Computer networks and Architecture (TCP/IP, firewall, routing/ switching, LAN, WIFI), Computer Security, Database Systems, Machine Learning, Embedded Systems, Data Science and Human Computer Interaction.
- Participated in google related Hackathons with Women in Technology Kenya.
- Member of SheCode Africa.

Internships

Front-End web Developer at Value Chain Factory, Nairobi

January 2022-April, 2022

- Successfully identified, diagnosed and fixed website problems including broken links, typographical errors and formatting issues.
- Responsible for providing customer support and technical assistance to clients having issues with the website.
- Managed customer issues and requests through multiple communication channels.
- Developed and implemented effective digital marketing strategies to improve customer engagement and retention
- Collaborated to create strategic initiatives to design, code and test solutions through agile scrum SDLC and weekly sprints.

Skills

Ability to work in a team

Computer Skills

Communication skills

Adobe Photoshop

HTML/CSS/Javascript

Cisco Networking

User Interface/ User Experience

Microsoft Office sofware

Data Analysis

Adobe Illustrator

Courses

Cybersecurity, Cisco Networking Academy

January 2020-May 2021

Technical Support - Google, Coursera

August 2022-October 2022

Digital Marketing - Google, Coursera

August 2021-July 2022

References

Dr. George Musumba

DEAN COMPUTER SCIENCE DEPARTMENT
Dedan Kimathi University of Technology

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Morris Wambugu

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