

Gabriella Nekesa Wekesa

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I am a highly motivated computer science professional seeking to deploy my technical skills to the suitable work department where I can utilize my technical and professional skills developed through past work experiences. I have methodical and customer-oriented approaches that allow me to generate reliable work outcomes. Systems development, deployment, and maintenance are all activities that I perform with advanced skills.

Experience

2025 – PRESENT

Information Technology Service Desk Engineer/Safaricom PLC, Nairobi, Kenya

Provide frontline technical support to end users across the organization, ensuring timely resolution of incidents and service requests while maintaining high levels of customer satisfaction. Troubleshoot and resolve issues related to Active Directory, Microsoft 365, Exchange mailboxes, Cisco VPN, VDI environments, Cisco ISE posture, and enterprise Wi-Fi access, ensuring secure and reliable connectivity. Manage user accounts, password resets, access permissions, and identity-related issues in strict alignment with organizational security policies. Support users with remote connectivity, device configuration, application support, and network authentication challenges, enabling seamless day-to-day operations. Monitor ticket queues, document resolutions, and escalate complex issues to specialized teams to ensure service continuity. Contribute to continuous improvement by identifying recurring issues and recommending enhancements to support workflows, while collaborating with cross-functional IT teams to maintain stable and efficient service delivery.

JULY 2023-OCTOBER 2025

Software Engineer/Freelance

Designed and built responsive, user-friendly web interfaces using HTML5, CSS3, and JavaScript (including vanilla JavaScript and DOM scripting), ensuring usability and cross-device compatibility. Developed back-end services and RESTful APIs using Node.js and Python, supporting form submissions, email integrations, and session management for web applications. Architected and optimized relational databases using MySQL and SQLite, including schema design for e-commerce platforms and employee-supervisor management systems. Implemented full-stack solutions by integrating front-end interfaces, back-end logic, and database layers to deliver complete, functional applications. Utilized Git and GitHub for version control, collaborative development, and continuous deployment, including deployments via GitHub Pages and CI workflows. Explored Artificial Intelligence and Machine Learning concepts by developing proof-of-concept scripts for data analysis and recommendation logic using Python libraries. Automated routine tasks and data workflows through Python scripting, improving efficiency and consistency, while consistently applying UI/UX and branding guidelines to ensure visually coherent and user-centered designs.

JULY 2023-OCTOBER 2025

Live Broadcast Technician & YouTube Manager/Volunteer Services

Led live streaming sessions on YouTube and Facebook, managing end-to-end workflows and operating professional AV systems to ensure seamless audio-visual quality. Provided real-time

technical support, performed audio engineering tasks, integrated multimedia presentations, and optimized content for SEO and audience Engagement.

FEBRUARY 2023-JULY 2023

Insurance Salesperson/Britam

Assessed client needs and financial situations, promoted and sold life insurance policies, prepared tailored quotes, and maintained accurate client and policy records.

JANUARY 2022-JULY 2022

Administrative Assistant /Servicehub Global Enterprises Ltd

Streamlined office operations using Microsoft Office Suite, managed HR tasks and staff deployment, coordinated site activities, handled inventory and stock control, and supported tender administration and document submission.

JULY 2020-DECEMBER 2020

3D Annotation Specialist/Freelance, Remotasks

Annotated and classified point cloud data using 3D annotation tools and LiDAR platforms, achieving over 95% accuracy in object identification. Developed expertise in labeling objects within 3D models and navigating complex LiDAR datasets, streamlining data interpretation workflows.

2014-2016

Assistant Clerk /Walker Kontos Advocates

Performed administrative duties, including file creation, management, and data recording. Coordinated appointments and schedules for lawyers, operated Microsoft Office Suite, and ensured proper deployment of files to relevant clients.

Skills

Analytical decision making • Attention to detail • Advanced administration and supervisory skills • Microsoft Office Suite proficiency • Live broadcasting • AV equipment setup & operation • Troubleshooting & technical Support • Audio engineering • Social media management

Education

2025

Software Engineering (MERN Stack)/ Power Learn Project Academy

2020

Diploma in Computer Science/ St. Paul's University

2019

Computer Proficiency/ Eagle Computer College

2014

Kenya Certificate of Secondary Education/St. Lucie Kiriri Girls Secondary School

Referees

David Watt |D.B. Wati & Company Advocate and Commissioner for Oaths | davidwati@yahoo.com
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Evans Brown | HCG CCK Cancer Centre Finance Officer| evansbrown28@gmail.com
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