Isaiah Ngare Omulo

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Summary:

Computer Science graduate with strong analytical and problem-solving skills. Experienced in software and web development, systems support, and translating business logic into functional solutions. Skilled in SQL, backend analysis, and performance monitoring, with a proven ability to resolve complex technical issues and ensure platform reliability.

Education:

* Masinde Muliro University, Kakamega, Kenya: Bachelor of Science in Computer Science Dec 2022
* Rarieda Mixed Secondary School, Kenya: Kenya Certificate of Secondary Education Dec 2017

Core Competencies & Technical Skills:

* Support & System Monitoring:
* Issue Diagnosis & Troubleshooting, Root Cause Analysis, Bug Triage & Escalation
* Backend Log Analysis, API Debugging (RESTful, JSON)
* System & Performance Monitoring Tools (Power BI, Metabase,)
* Database Administration & Development:
* Databases: MySQL, PostgreSQL, SQL Server, SQLite, MongoDB
* Skills: Advanced SQL Querying, Data Extraction & Reporting, Performance Tuning, Database Design, Backup & Recovery
* Data Analysis: Python (for scripting and analysis), Data Trend Identification, Excel, Stata, SPSS
* APIs & Integrations:
* Servers: Windows Server Configuration & Management, Active Directory (Familiarity)
* Integrations: RESTful APIs, SOAP, OData, JSON
* Hardware & Networks: Strong foundational knowledge of network protocols, hardware setup, and troubleshooting.
* Third-Party Service Integration, Workflow Troubleshooting
* Backend & Web Technologies:
* Languages: Python, PHP, JavaScript, C#, HTML5, CSS3, Java, C++, Java
* Frameworks: Laravel, Flask, Angular, React

Work Experience

**ICT Intern (Developer) | Kenyatta University (via ICT Authority PDTP) |** Jan 2025 – Present

* **Legal Case Management System**
  + Spearheaded the development of a comprehensive Legal Case Management System, from initial requirements gathering to deployment.
  + Translated user requirements into a detailed system scope of work, ensuring alignment with organizational needs.
  + Designed and normalized robust database structures to optimize data integrity and retrieval.
  + Developed the full-stack application using the Laravel PHP framework, resulting in a fully functional and accessible online system.
  + Conducted hands-on training for senior legal officers and their team, leading to efficient system adoption and utilization.
  + Currently responsible for ongoing system maintenance and implementing critical updates to ensure continuous performance.
* **Accommodation Services: Occurrence Booking System**
  + Led the end-to-end development lifecycle for the Accommodation Services Occurrence Booking System, enhancing operational efficiency.
  + Collaborated with stakeholders to gather and analyze user requirements, producing a clear and comprehensive system scope.
  + Engineered and normalized database designs, ensuring data consistency and scalability.
  + Implemented the system using the Laravel PHP framework, deploying a fully online and accessible platform.
  + Provided comprehensive training to a diverse user base, from housekeepers to directors, ensuring widespread system proficiency.
  + Continuously maintain and update the system, guaranteeing optimal functionality and responsiveness.

**Freelance Web** | **Upwork/Independent** | Jan 2022 – Dec 2024

* Provided end-to-end technical support for client web applications, troubleshooting issues across the full stack from frontend to database and server configurations.
* Monitored application performance, optimizing SQL queries to reduce database load times by over 25% and improve overall system reliability.
* Administered MySQL and PostgreSQL databases, implementing and verifying automated backup strategies and performing data restoration to ensure business continuity for clients.
* Executed Search Engine Optimization (SEO) strategies and analyzed traffic using Google Analytics to identify performance trends and areas for improvement.

IT Support & Data Analyst (Attachment) | Rafiki Wa Maendeleo Trust | Apr 2021 – Aug 2021

* Served as a primary point of contact for technical support, diagnosing and resolving computer hardware, software, and network issues for the organization.
* Reduced recurring support tickets by 15% through the development and maintenance of clear technical documentation and user guides.
* Leveraged SQL and Python for data analysis, identifying operational trends and generating reports that directly contributed to a 20% improvement in the efficiency of organizational programs.

Side Projects

* Interactive Sales Dashboard: Developed a dashboard using Metabase and Power BI to monitor key metrics by integrating data from multiple SQL sources. This provided insights into performance bottlenecks and sales trends.
* Attendance System: Built a cross-platform attendance application using JavaScript, Cordova, and PHP with a MySQL backend, demonstrating skills in building and supporting integrated mobile-backend systems.
* BetGenius: Created a data-driven application using Python and SQL to provide users with predictive insights, showcasing strong data processing and backend development skills applicable to troubleshooting data-intensive platforms.

Referees

Madam Pauline Oyulla, Education Coordinator

Rafiki Wa Maendeleo Trust

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Dr. Kizito Muchanga, Lecturer and Chaplin

Masinde Muliro University of Science and Technology

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