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JASPER NGUNJIRI WAMBUGU

PERSONAL PROFILE STATEMENT / CAREER OBJECTIVE

I am a highly focused, and adaptable Web Developer, UI/UX Designer and IT Support Specialist with expertise in web design, graphic design, technical diagnosis and troubleshooting. I am proficient in updating and fixing computer systems for all users. I am self-driven in performance of my duties and responsibilities as well as result-oriented, always willing to work with others to achieve the desired goal.

SKILLS AND ABILITIES

Html5	Web Development
Css3	User Interface Design
Java Script	Technical Troubleshooting
Command Line Interface	User Support
Python	Django
Adobe Photoshop	Graphic Design
Adobe Xd	Figma
Git And Github	Linux

EXPERIENCE

IT SUPPORT INTERN, OUTSPAN MEDICAL COLLEGE.
FROM: MAY-2023

I scheduled and executed system-wide software installations and upgrades.

I guided users through detailed hardware installations and technical fixes via phone call, email and live chat.

I documented and maintained detailed records of support requests, escalations and actions taken.

I oriented staff to new equipment and systems, providing live demonstrations and answering questions.

I diagnosed program malfunctions, identifying root causes and implementing corrective solutions.

I answered user inquiries regarding computer software or hardware operation to resolve problems.

I removed broken or outdated hardware, replacing with new parts to achieve desired level of performance.

I installed and performed minor repairs to hardware, software, or peripheral equipment, following user manual.

AFFILIATIONS

Member of the Google Developers Students Club. (Murang'a University of Technology)

EDUCATION

MURANG'A UNIVERSITY OF TECHNOLOGY 2020-2024
BACHELOR OF SCIENCE (MATHEMATICS AND COMPUTER SCIENCE)

Some of the Relevant Modules Include:

Database Management, Computer Networking, Distributed Systems, Mobile Application

Development, Graphics Design, Internet Technology and Web Development.

COURSERA IT SUPPORT 2023
Certificate in IT Support Specialist accredited by Google and Coursera.

COURSERA UI/UX CERTIFICATE 2023
Certificate in User Experience Design accredited by Google and Coursera.

KESAP RESEARCH CENTER 2021
Certificate in Statistical Packages and Stata.

OTHAYA BOYS HIGH SCHOOL 2015-2019
Kenya Certificate of Secondary Education.

AWARDS

I have attained two badges from Coursera for completion of UI/UX Course as well as IT Support Course Study.
Below are the links to the badges;
IT SUPPORT CERTIFICATE
https://www.credly.com/badges/0f942a5b-6554-4cad-87e8-77f3a4d7940c/public_url
UI/UX DESIGN
https://www.credly.com/badges/022a51bf-2efe-4006-aa29-36c67a5346d2/public_url

Other certifications are linked to my linked in profile.