

**JACKLINE ADHIAMBO**

**1699-50200**

**Mombasa, Kenya**

**(+254) 746223080**

[antoninahodhiambo@gmail.com](mailto:antoninahodhiambo@gmail.com)

[Linkedin](#)

[Github](#)

[Portfolio](#)

## **Profile Summary**

Software Engineer with a strong background in UI/UX design, full stack development, and a solid foundation in Information Technology. With my expertise in IT, I bring a comprehensive understanding of the technical landscape and its applications in software development.

## **Skills**

### **Technical Skills**

User Experience/User Interface

- HTML/CSS/Javascript/React/Tailwind.css

Backend

- Ruby/Rails

Visual Design Skills

- Figma

Collaboration Skill

- Git and GitHub

## **Education**

**KIBABII UNIVERSITY, Bungoma**

*BSc in Information Technology*

2018 -2023

### **Relevant Coursework**

- Object-oriented programming (Java)
- Web application (HTML, CSS and Javascript)
- Database application (MySQL)
- Project Management

**MORINGA SCHOOL, Nairobi**

Software Engineering

MARCH 2023 - NOVEMBER 2023

### **Relevant Coursework**

- Frontend Development (HTML, CSS and Javascript)
- Backend Development (Ruby)
- Frameworks (React and Rails)

### **Experience**

#### **ABNO Software International** — *Customer Success Engineer*

SEPTEMBER 2023 - FEBRUARY 2024

- I facilitated smooth product onboarding, guiding customers through setup and configuration processes.
- I provided technical support and resolved customer issues, collaborating with internal teams for complex problems.
- I conducted training sessions and workshops to educate customers on product features, ensuring effective usage.
- I established and maintained strong customer relationships, providing proactive support and advice to drive success.
- I gathered and conveyed customer feedback to contribute to product improvement and development.

### **Skills Gained**

- Technical Proficiency
- Communication Skills
- Customer Relationship Management
- Training and Education
- Problem-Solving
- Feedback Analysis
- Documentation and Knowledge Management
- Renewal and Upselling
- Monitoring and Reporting
- Cross-Functional Collaboration

#### **Kenya Port Authority, Nairobi**

SEPTEMBER 2022 - NOVEMBER 2022

- I provided IT support to end-users within Kenya Port Authority.
- I troubleshoot and resolve technical issues efficiently.
- I collaborated with the IT team to ensure smooth operations.

### **Skills Gained**

- Troubleshooting techniques
- Customer Relationship Management

- Project Conceptualization
- Process Improvement

## **Section Engineering Education** —*Technical Writer*

SEPTEMBER 2021 - PRESENT

- Writing informative and engaging technical articles on various Android topics, including the article "[Android] Adding A Custom Floating Action Button To A Bottom Navigation Bar."
- Conduct in-depth research to ensure accuracy and relevancy of the content.
- Section Engineering Education
- Floating Action Button

### **Skills Gained**

- Project Conceptualization
- Process Improvement
- Research and Competitive analysis

## **Projects**

### **Onlineshop**

OnlineShop offers a seamless and convenient way to explore and shop the latest women's fashion trends. Browse our curated collection of stylish apparel and accessories, all available at your fingertips. With our user-friendly interface, adding products to your cart, adjusting quantities, and managing your selections is effortless. Technology used were React and Sass

[Github Link](#)

### **InnovateHub**

InnovateHub is a landing page showcasing cutting-edge IT and tech service solutions tailored to meet the evolving needs of businesses in today's digital era of an organization. Technologies used were React and Tailwind.

[Github Link](#)

## **Reference**

Dr. Patric Owoche  
Kibabii University  
[powochel@kibu.ac.ke](mailto:powochel@kibu.ac.ke)  
(+254) 722843180

Mr. Kenneth Libaha  
Kenya Ports Authority  
[klubaha@kpa.cco.ke](mailto:klubaha@kpa.cco.ke)  
(+254) 723777677