

JACKLINE ADHIAMBO

1699-50200

Mombasa, Kenya

(+254) 746223080

antoninahodhiambo@gmail.com

[Linkedin](#)

[Github](#)

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

marketHub

marketHub is a full stack ecommerce web application that allows a user to sign in to the application, view products, and add a product to cart. I aimed to develop a production-ready e-commerce application, focusing on seamless integration between the backend (Rails) and the frontend (React). Development process ongoing. Technology used were Rails, React and Tailwind CSS.

[Github Link](#)

Qlynnflix

Qlynnflix is a web application that allows one to view different movies, add a comment and liking a movie. I aimed to demonstrate proficiency in working with public APIs, fetching data, and connecting it to the frontend. Technology used were HTML, CSS and Javascript.

[Github Link](#)

Reference

Dr. Patric Owoche

Kibabii University

powochel@kibu.ac.ke

(+254) 722843180

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