RONNIE KABALA

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PROFESSIONAL PROFILE

Highly motivated and detail-oriented IT student with strong technical and problem-solving skills. Proficient in various programming languages, including Python, JavaScript, Java, and PHP, with experience in database management, cybersecurity, and different computing skills. Some soft skills I possess include problem-solving, communication skills, adaptability, and attention to detail.

EDUCATION

KCA University (2020 > 2024)

- ✓ Bachelor of Science in Information Security and Forensics.
- ✓ Graduated with a Second-Class honors. (Upper Division)

PROFESSIONAL EXPERIENCES

LakeHub, Web Design and Developer (2020)

- ➢ Contributed to the development of Wikonnect, a highly responsive web application.
- ➢ Worked closely with designers to ensure seamless user experience.
- ➢ Participated in code reviews and debugging sessions user experience.
- ➢ Collaborated with team members to analyze project requirements, distribute tasks, and meet deadlines.

Remotasks, AI Trainer (2022 > 2024)

- ➢ Contributed to AI advancements and gained insights into the intersection of AI and software development.
- ➢ Provided supervised learning services to various AI organizations.
- ➢ Gained practical experience in machine learning concepts and techniques.
- ➢ Performed data annotation tasks, including image and video annotation, to support AI training and development.

IT Support/Claim Assistant, NHIF (Attachment)

- ➢ Provided technical support to internal and external clients via phone, email, and in-person.
- ➢ Helped in troubleshooting and resolving a wide range of IT issues, including hardware and software problems, network connectivity, and security concerns.
- ➢ Assisted clients with insurance claims processing, including data entry, verification, and payment processing.
- ➢ Maintained accurate records of all client interactions and technical support incidents.
- ➢ Collaborated with other departments to ensure a smooth claim resolution and customer satisfaction.
- ➢ Implemented and maintained IT security protocols to protect sensitive client data.

Ganiam Tech, PHP Developer (2024)

➢ Optimised backend processes using PHP to handle high data loads for a platform (SARL) that provides interior fit-out services, aluminium, uPVC and steel fabrication services.
➢ Developed features for an event-organizing platform (Forthall), prioritizing security, scalability and user experience.
➢ Designed, tested and maintained PHP-based applications, focusing on performance and scalability.
➢ Worked closely with cross-functional teams to integrate client requirements and achieve project goals.
➢ Updated legacy code and documented technical processes to improve efficiency and maintainability.

TECHNICAL SKILLS

✓ Ethical Hacking
✓ Endpoint Security
✓ Vulnerability and Penetration Testing
✓ Digital Forensics Tools
✓ Encryption Technologies

✓ Programming Languages
✓ Web Development
✓ Database Management
✓ Operating System
✓ Basic IT Knowledge

REFEREES

1. Dr. Magdalene Mutua
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   Quality Assurance Officer at NHIF

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   Mentor from LakeHub Academy