

KATRINA MOYI OTENYO

Tel: +254 797587635; Email: katrinaloise950@gmail.com

PROFESSIONAL PROFILE

I'm excited to broaden my horizons in the tech industry as a recent IT graduate who is passionate about cutting-edge technology, especially in the quickly developing Web3 space. With a strong background in computer science, practical software development experience, and a strong interest in block chain technology, I am excited to contribute to cutting-edge projects that maximize the transformative power of smart contracts and decentralized applications. I'm excited to work with innovative teams to advance the next wave of digital solutions because I'm dedicated to lifelong learning.

WORK EXPERIENCE

Zanzalu Scholar

May 2024- Jun 2024

I was privileged to be an attendee of the Zanzalu conference that was held in Zanzibar. I got immersed in the web3 world with insightful talks from brilliant minds from all over the world. With weekly Topics i.e public goods which emphasized (DeSci and DeFi among others), cultural week where we got to learn about Zanzibar heritage, startup weekend and students weekend where I got to create my first (ERC20), Charter Cities week among others. It was an amazing and impactful experience. We ended by pre-launching Avalanche in the State University of Zanzibar.

Sweet Bites

Aug 2023 - Present

Server

- Managed a high volume of customer inquiries via phone and email, consistently exceeding response time targets.
- Provided detailed and accurate information about Sweet Bites' product offerings and assisted customers in placing orders.
- Resolved customer complaints and issues with a focus on achieving a high level of customer satisfaction. Processed returns, refunds, and exchanges efficiently, adhering to company policies.
- Contributed to a positive work culture and consistently met or exceeded performance targets.
- Updated customers on order statuses and ensured timely delivery, enhancing overall customer experience.

ICT Authority

Sep 2022-Nov 2022

Attaché

- Successfully installed and configured new hardware, systems and software.
- Administered and managed users in Active Directory, Agile Controller, e-mail server and user applications.
- Conducted electrical safety checks on computer equipment
- Undertook user support activities such as problem shooting and rectification, analysis of servers, workstations and associated systems onsite.
- Carried out preventive and corrective maintenance on network devices
- Submitted various on demand reports of the ICT departmental activities, highlighting areas that call for improvement and pro activeness

IEBC as a Clerk

Aug 2022

Performed the following:

- Issue out ballot papers.
- Participated in counting of votes and tallying.

Jomo Kenyatta University of Agriculture and Technology.

Oct 2021 – Dec 2021

Performed the following:

- Created mobile applications using android studio.
- Computer maintenance and hardware systems.
- Computer operating systems and how to install them Linux and Windows.
- Networking troubleshooting and setting up a network.

The County Assembly of Kakamega

May 2019 - July 2019

- Data entry assigned by the manager.
- Support and maintenance of the computers and printers whenever there was a breakdown.
- Document formatting.
- Network trouble shooting and crimping of cables.

EDUCATION

Jomo Kenyatta University of Agriculture and Technology

Graduated: Dec 2023

Bachelor of Science in Information Technology

Jomo Kenyatta University of Agriculture and Technology

Graduated: Dec 2020

Diploma in Information Technology

St. Mary Goretti Shikoti Girls' Secondary

Graduated: Dec 2016

Kenya certificate of secondary Education

SKILLS

Technical skills

- Network troubleshooting
- Front-Web development
- Customer Service
- IT support

Interpersonal skills

- Effective Communicator
- Highly adaptable
- Willingness to learn and share new ideas
- Team player

Languages

- HTML, CSS and JavaScript
- Solidity (beginner)

PERSONAL INTEREST

- Travelling
- Researching on the new emerging technology trends

REFEREES

Paul Mak'Abongo
HoD ICT, ICT Authority
Tel: +254 20 2089061
Email: pmakabongo@ict.go.ke

Peter lukivisi
Tel: +254 113456740
Email: pkachezi@gmail.com