

# LAURA ALUOCH OTIENO

+254111678533 ✉ lauraotieno29@gmail.com in www.linkedin.com/in/laura-otieno 🐙 www.github.com/LAURAOTIENO

**Professional Title:** Full-stack web developer

## Professional Summary

Adaptable and motivated Computer Science student with a strong foundation in information technology, computer systems, and software development. Skilled in full-stack web development, troubleshooting, data analysis, and database management, with hands-on experience in web development and network administration. Demonstrates strong teamwork, problem-solving, and communication abilities, and thrives in collaborative environments. Eager to apply technical knowledge and learn new technologies to support efficient operations and innovative solutions within dynamic IT environments.

## **Technical Skills**

- Data Analysis
- Database Management
- Web Development
- Network Administration
- Troubleshooting
- Python Programming

## **Soft Skills**

- Communication
- Problem-Solving
- Teamwork
- Adaptability
- Time Management
- Attention to Detail

## **Professional Experience**

### **Volunteer Intern – Locaerise (UK-Based)**

*May 2025 – July 2025*

- Supported the HR team in recruitment, onboarding, and maintaining employee records.
- Managed and updated company databases, ensuring data accuracy and consistency.
- Provided customer support by responding to user inquiries and troubleshooting issues.
- Assisted in project planning, coordination, and progress monitoring.

### **Achievements**

- Improved data entry efficiency through structured record management.
- Contributed to enhancing user satisfaction by timely responses to support tickets.

## **ICT Intern – AIC Chebisaas National School, Eldoret, Kenya**

*May 2024 – August 2024*

- Maintained ICT equipment and performed data management and troubleshooting tasks.
- Taught foundational programming concepts in HTML, CSS, Python, and JavaScript.
- Mentored students through coding exercises and project development.
- Assisted in curriculum development and practical assessments.
- Provided network support and supervised students during practical ICT sessions.
- Supported database management and ensured system functionality.

### **Achievements**

- Reduced technical downtime by 30% through proactive maintenance.
- Enhanced student learning by supporting over 100 learners in ICT practicals.

## **Operations Assistant – Libresta Cybercafé, Nairobi, Kenya**

*May 2021 – August 2023*

- Managed daily operations, including sales and customer service.
- Developed marketing strategies that increased customer traffic and engagement.
- Oversaw business records and inventory management.

### **Achievements:**

- Created promotional campaigns that increased revenue by 50%.
- Introduced operational tracking systems, improving efficiency.

## **EDUCATION**

### **Bachelor of Science in Computer Science**

University of Eldoret – Eldoret, Kenya

2021 – 2025

### **Kenya Certificate of Secondary Education (K.C.S.E.)**

Maryhill Girls' High School – Thika, Kenya

2017 – 2021

## **Certifications**

- **Web Development (Full-stack)** – PLP Academy (*July 2025 – November 2025*)
- **Cyber Threat Management** – Cyber Shujaa Academy Bootcamp (*July 2025 – August 2025*)
- **Cyber Security** – Cisco Networking Academy (*December 2024 – January 2025*)
- **Meta Marketing Analytics Specialization** – Coursera (*May 2023 – August 2023*)

## PROJECTS

### **Elma Healthcare System - React, MySQL, Node JS (September 2025-October 2025)**

A digital health management platform designed to streamline hospital operations and enhance patient care. The system manages core functions such as patient registration, appointment scheduling, medical records, billing, and pharmacy management. It enables healthcare providers to store and access patient information securely while improving communication between departments. The platform supports efficient data tracking, reduces paperwork, and enhances decision-making through organized digital workflows.

**Outcome** - A modern Healthcare System that promotes efficiency, accuracy, and accessibility in healthcare service delivery. Improved operational efficiency, data accessibility, and service delivery.

### **QuickTransit – Vehicle Booking System - Python, Django, HTML, CSS, PostgreSQL (January 2025 – April 2025)**

Developed a full-stack web application for booking and managing bus travel reservations. The system provides a seamless experience for both customers and administrators.

**Outcome:** QuickTransit is a successful capstone project that demonstrated my full-stack capabilities and problem-solving skills. Demonstrated full-stack skills and enhanced system usability.

### **Grace Rock School Website (LMS system) — JavaScript, React, MySQL (May 2024 –July 2024)**

Successfully developed a fully functional Learning Management System that streamlined communication between teachers, students, and parents. The platform enabled efficient course management, student performance tracking, and secure data handling. This project enhanced my skills in full-stack development, database design, and front-end optimization while demonstrating my ability to build scalable educational technology solutions.

**Outcome:** Improved communication and streamlined school management digitally.

## Referees

Available upon request