

## **CONTACTS**

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- Nairobi



Freelance Computer Science Expert (Talent pool)

## **LANGUAGES**

ENGLISH Advanced •••••

KISWAHILI Advanced ••••



Analyzing Data · AWS · Azure · Cisco · Cybersecurity · HTML · Java · PHP · Python · SDLC · Gmail

# MERCY MUTHIO MUALUKO

## COMPUTER TECHNOLOGY EXPERT

## **EXPERIENCE**

#### Nairobi Tech Hub

Nairobi

Computer Technology Expert

2023 - 2024

- Implemented a new database system, reducing data retrieval time by 40% by optimizing queries
- Developed and deployed custom web and mobile applications for clients using modern frameworks
- Provided cybersecurity consultation, risk assessments, and penetration testing for businesses
- Offered technical support for clients, resolving software and hardware issues
- Strengthened cybersecurity measures, implementing firewalls and security protocols

### **Kenya Forest Service HQS**

Nairobi, Kenya

2022 - 2023

- Responsibilities

   User support
- · Network Maintenance and Support
- · System testing and maintenance
- · Hardware repair and Maintenance
- · Computing and analyzing data

**Appen** Location

#### **SWAHILI TRANSLATOR**

Date period

- Increased client satisfaction ratings by 25% by delivering timely and culturally accurate translations.
- Collaborated on a multilingual project involving translation of 250+ technical documents for a major tech client.
- Achieved highest translator rating in the team by delivering consistently accurate and culturally relevant translations.
- Improved document translation accuracy by 15% through the implementation of new quality assurance processes.
- Enhanced translation efficiency by 30% by utilizing customized translation software tools.
- Completed 150 translation projects covering over 500,000 words within tight deadlines.

# **EDUCATION**

Maseno University KisumuKisumuMaster's Degree in computer Science01/2024

**Kenyatta University**Degree and Field of Study
01/2023 - 12/2023

Our Lady of Assumption Tawa Girls Secondary School Kenya

Certificate of Secondary Education

01/2019 - 12/2019



## **Kyala Primary School**

Certificate of Primary Education

Kenya 01/2015 - 12/2015