

## **MERCY NYOMENDA**

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### **PROFILE SUMMARY**

I am a dynamic and results-oriented IT professional with a Bachelor's degree in IT and comprehensive hands-on experience in system analysis, database management, and business process optimization. Specialized in leveraging SQL and advanced data analysis techniques to drive business decision-making and efficiency improvements. Adept at developing and implementing robust code solutions that support organizational objectives. I have a proven track record in delivering high-quality projects on time and within budget, demonstrating exceptional problem-solving skills and attention to detail. Exhibits a strong ability to analyze business requirements, identify inefficiencies, and propose innovative technology solutions that increase reliability, performance, and profitability. Brings a blend of technical proficiency in ERP and CRM systems, with a passion for optimizing business workflows through the integration of technology. I am an exceptional communicator, capable of fostering strong professional relationships and working collaboratively within team environments to achieve strategic goals.

### **SKILLS AND ABILITIES**

- Proficient in Database management and project management.
- Experienced in Business Analysis

tools

- Strong written and verbal communication skills.
- Systems administration
- System analysis and design.
- Programming Languages such as HTML, CSS, React Js, Java, JavaScript
- Inventory Management.
- Design Thinking.

- Computer Literacy.
- Technical and user support.
- Communication
- POS management.

## **WORK EXPERIENCE**

### **Intern**

#### **ICORE INFORMATION SYSTEMS**, [Nakuru] [May, 2023] - [July, 2023]

- Assisted in the development and maintenance of software applications for POS systems and other business solutions.
- Performed programming tasks, coding, testing, and debugging software modules.
- Collaborated with the hardware team for installation, configuration, and troubleshooting of POS systems and related hardware components.
- Provided technical support and customer service for POS software, hardware, and related IT solutions.
- Gained experience with popular programming languages, development tools, and software development methodologies.

### **Centrum Supplies Ltd**

#### **Sales Intern**

##### **Digital Marketing Coordinator — July 2022 to Feb 2023**

- Led a digital campaign that increased company website traffic by 30% and online sales by 20% within six months.
- Managed social media accounts, growing the total followers by 40% and improving

engagement rates by 25%.

- Collaborated with the sales team to develop and implement promotional strategies that enhanced lead generation efforts by 35%.

### **Marketing Assistant — June 2023 to August 2023**

- Assisted in the development and execution of email marketing campaigns that contributed to a 15% increase in the customer engagement rate.
- Supported the marketing manager in analyzing market trends and customer feedback to inform marketing strategies, resulting in a more targeted and effective marketing approach.
- Coordinated with vendors and agencies for marketing material production, ensuring timely and budget-compliant execution.

### **Volunteer Experience**

#### **Social Media Volunteer-Local Non-Profit Organization, in Nairobi**

- Manage social media platforms, increasing engagement by sharing relevant news and organizing online events.
- Assisted in a campaign that raised \$5,000 for community projects.

### **Languages**

- English: Native

## **ACADEMIC CREDENTIALS**

- |  |             |
|--|-------------|
| 1. Multimedia University Of Kenya  | 2019 - 2023 |
| Bachelor Of Science in Information Technology,<br>(Second class: Upper Division) |             |
| 2. St. Joseph's Girls School, Chepterit  | 2015 - 2018 |
| Kenya Certificate of Secondary Education   |             |
| 3. Chemomi Primary School  | 2006 - 2014 |
| Kenya Certificate of Primary Education   |             |

## **REFEREES**

1. Mr. Meshack

Ogero,  
Director,  
Centrum Supplies  
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com](mailto:meshogero@gmail.com)

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2. Willie Kiritu

Director,  
Icore Information  
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3. Victor Wandera,

Area Sales Manager

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