

## MERCY NALIAKA MORAA

📍 Maseno, Kenya

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### Professional Summary

Detail-oriented and analytical ICT Management student at Maseno University with a strong foundation in software development, database systems, networking, and ICT consultancy. Skilled in combining technical knowledge with business process insight to deliver practical solutions. Experienced in system design, wireframing, and UML modeling. Passionate about technology-driven transformation and process optimization using Lean and Six Sigma principles.

### Education

#### **Bachelor of Science in Information and Communication Technology Management**

Maseno University – Kisumu County, Kenya

*Expected Graduation: 2026*

#### **Key Coursework & Competencies:**

- Advanced Database Systems
- Systems Analysis & Design
- ICT Consultancy Services
- Operations Management (Lean, Six Sigma)
- Workflow Applications
- LAN & Enterprise Networking
- Object-Oriented Programming (Python, Java, C)
- Web Design and Client-side Programming

### Technical Skills

- **Languages:** HTML, CSS, JavaScript, Python, C
- **Tools:** Git, Figma, StarUML, Draw.io, Lucidchart, MS Access
- **Frameworks:** Flask (basic), Bootstrap
- **Concepts:** UML Modeling, System Administration, Event-Driven Programming
- **Database:** SQL, SQLite

- **Networking:** LAN Design, Routing & Switching
- **Other:** Platform Technologies, Statistical Inference, Project Methodologies

## **Projects & Experience**

### **Wireframe Design – City Services App**

*Designed UX/UI wireframes for a digital urban service access platform*

- Created intuitive layouts for public service requests and status tracking
- Tools used: Draw.io

### **Wireframe Design – Restaurant Queue System**

*Built wireframes for a system to digitally manage restaurant queues*

- Focused on improving flow and reducing wait times

### **UML Diagram Development**

*Produced full UML models (Use Case, Sequence, Class diagrams) for academic and client-based systems*

- Applied structured analysis for system behavior modeling

### **Group ICT Project Proposal**

*Led the documentation of a project proposal using industry standards*

- Gained practical experience in ICT consultancy, problem analysis, and project planning

## **Soft Skills**

- Analytical Thinking
- Time Management
- Problem Solving
- Communication & Collaboration
- Adaptability

## **Certifications & Achievements**

- Academic transcript highlights include:
  - A in Discrete Structures & Database Systems
  - B in Web Design, Platform Technologies, Statistical Inference
  - Proficient in Systems Support & Workflow Applications

## **Contact & Availability**

Open to industrial attachment, internship opportunities, and freelance ICT projects.  
Available for remote or on-site roles.