

**BETH MUNJIRU KAMAU**  
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## **PROFESSIONAL SUMMARY**

A dedicated and enthusiastic graduate with a solid background in Business Information Technology and a C.P.A finalist qualification, eager to join your institution. Bringing a strong understanding of key aspects in programming in both front end and back end development specialized in front end development. Ready to contribute my skills effectively in your Information Technology department.

## **PROFESSIONAL EXPERIENCE**

**August 2022 – October 2022 | Mentor Sacco Society Limited | Front Office |Industrial Attachment**

### **Responsibilities**

- Performed calculations for the loan amounts to be granted to customers.
- Registered T.S.C Employed teachers and civil servants for monthly checkoff deductions.
- Handled document filing, scanning and record maintenance.
- Managed front office duties including call handling and addressing customer enquiries promptly.
- Provided guidance and support to new members during the account opening process.
- Educated members on the various financial products offered by the Sacco and their benefits.

### **Achievements:**

- Cut processing time by 50%, clearing dozens of paperwork in two months.
- Reduced account opening time by 15% allowing more time for other tasks.
- Resulted in a 20% financial product uptake by members within 2 months.
- Achieved a 90% resolution of member issues within 24 hours improving satisfaction by 25%.

## **SKILLS**

### **Technical Skills**

- **Proficiency in Reporting**-Proficient in generating reports using jasper reporting system.
- **Understanding of databases**-Familiarity MySQL and Maria DB structured databases.
- **Version Control**-A deep understanding of version control making use of GitHub.
- **Deployment**-Proficient in deploying projects to the server for use.
- **Help Desk Support**-Able to troubleshoot and resolve common customer technical problems.
- **Front-end proficiency**-Skilled in Html, CSS, JavaScript, Typescript and Angular.
- **Back-end proficiency**-Skilled in Java and spring boot technologies.

## Soft Skills

- **Exceptional Communication skills**-Able to communicate technical concepts to non-technical staff.
- **Resilience**-Maintains stable performance under pressure ensuring consistent customer support.
- **Adaptability**-Willingness to learn and adapt to evolving technologies and work environment.
- **Customer service**-Dedication to understanding and meeting customer needs.
- **Problem solving skills**- Capable of analyzing situations and finding creative solutions.
- **Collaborative team player**-Works well within a team, contributing ideas and supporting colleagues.
- **Organizational skills**-Efficiently managing tasks, time and resources to achieve objectives.

## EDUCATION QUALIFICATIONS

### September 2020-August 2023:

☐ Jomo Kenyatta University of Agriculture and Technology (JKUAT)

Bachelor of Business Information Technology (BBIT)

Grade: Second Class Honors-Upper Division

### August 2021- Present:

☐ Certified Professional accountant-KASNEB (C.P.A 4)

### February 2016- December 2019:

☐ Bishop Gatimu Ngandu Girls High School

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

Grade: B (overall) | English: B+ | Mathematics: B+

## RESEARCH EXPERIENCE

- Enterprise Resource Planning system (ERP) adoption and student satisfaction in Kenya. A case of Jomo Kenyatta University of Agriculture and Technology. **Undergraduate Business Research Project.**
- Design and implementation of an Android Bookshop System, **Undergraduate IT Research Project.**

## REFEREES

1. Doreen Nguma | Assistant Manager at Mentor Sacco Society Limited

Contact: +254706517314 | Email: doreennguma@mentorsacco.co.ke

2. Anthony Wanjohi | Cyber Security Expert

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3. George Mwangi | Account Manager at Ledrad Technology Limited

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