

## SYLVIA NYANGANYI NYAROO

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### SUMMARY

Result-driven IT professional with 2+ years of experience in IT support, software development, and business analysis. Proven ability to optimize business processes, enhance system performance, and solve complex technical issues efficiently. Strong technical skills in Oracle Cloud Infrastructure, machine learning, backend web development, and ICT infrastructure planning. Dedicated to improving customer experiences through reliable support, timely assistance, and effective communication. Passionate about leveraging technical expertise to drive business growth and enhance customer satisfaction.

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### WORK EXPERIENCE

April 2024- June 2024: **ORACLE**

Nairobi, Kenya

#### *Business Analyst*

- Optimized business processes through analysis, improving efficiency by 15%.
- Implemented and optimized Oracle Cloud Infrastructure solutions, improving customers' system performance by 25% and enhancing data security by 30%.
- Applied advanced proficiency in Oracle Analytics Desktop to analyze and visually represent data, resulting in a 20% enhancement in customer comprehension and facilitating data-driven decision-making.
- Supervised a team of 4 in the timely presentation and delivery of comprehensive weekly reports.

Dec 2023- Present: **KENYA LEATHER DEVELOPMENT COUNCIL**

Nairobi, Kenya

#### *ICT Officer*

- Plan, design and implement ICT infrastructure systems ensuring 99% availability, 20% optimization, and enhanced security of ICT systems.
- Coordinate the configuration of over 50 new IT devices, ensuring smooth integration with existing systems.
- Implement the successful deployment of an Intrusion Detection System (IDS) network security protocol, reducing security incidents by 25%.
- Provide advanced user support and technical documentation, enhancing overall user satisfaction by 25%.

May 2022- August 2022: **SNETTSCOM LTD**

Kisumu, Kenya

#### *Junior Software Engineer*

- Collaborated on the software design and development of the Avtech Systems website as the backend web developer, significantly enhancing the website efficiency and contributing to a 25% faster project completion.
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### EDUCATION

Aug 2018- Aug 2023: **UNIVERSITY OF EASTERN AFRICA, BARATON**

Nandi, Kenya

Bachelor of Science in Software Engineering.

Grade: - Second Class (Upper Division)

Course-work: Software Engineering, Business Intelligence, Artificial Intelligence, Web Development, Algorithms, System Design, Database Management, Routing and Switching.

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## PROJECTS

Jan 2023- May 2023: **A Machine Learning Driven System for STD Self-Diagnosis.**

- Developed and deployed a machine learning web application achieving 88% accuracy in diagnosing STDs based on user-inputted symptoms.
- Technical skills: Machine Learning, Python, Streamlit.

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## SKILLS

**Programming Languages/Frameworks:** SQL, Python, Streamlit, HTML, CSS, JavaScript, PHP.

**Technical Skills:** Data Collection, Data Analysis, Machine Learning, Cloud Computing, IT Support, IT Automation, Figma.

**Soft Skills:**

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## VOLUNTEER EXPERIENCE

**University of Eastern Africa, Baraton | ISC Department**

- Facilitated IT technical support activities, including configuring, deploying, troubleshooting, and maintaining university equipment, ensuring optimal performance and reliability.
  - Conducted network troubleshooting and managed cable infrastructure, resulting in a 30% improvement in connectivity and efficiently resolving issues.
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## OTHERS

**Certifications:** Cyber Security Essentials, Networking Essentials, Data Analytics, Oracle Cloud Infrastructure, Oracle Data Management, Oracle Cloud Infrastructure AI Associate.

**Leadership:** Led a class of 200+ students at the University of Eastern Africa, Baraton throughout the whole semester to make sure they got timely information from the instructor and vice versa.

**Interests:** Reading, watching animal documentaries, trying out new restaurants.