

Nelson Mwosa Soo

Nairobi, Kenya | nelsonmwosa7@gmail.com | 0717756658

Profile

Technical support specialist with strong problem-solving skills and experience in system management, web design & development and IT troubleshooting. Enthusiastic about delivering reliable IT solutions and enhancing operational efficiency.

Education

Jomo Kenyatta University of Agriculture and Technology

Sep 2018 – Dec 2022

Bachelor of Business Information Technology

Zalego Academy

Aug 2022 – Nov 2022

Web Design & Development

Skills

Operating Systems: Windows, Linux

Web Development: HTML, CSS, JavaScript, React

UI/UX Design: Figma, wireframing, prototyping

Networking: LAN setup, network configuration, ethernet cable crimping

Proficiency in Microsoft Office Suite

Hardware & software troubleshooting

User support and help desk operations

Professional experience

Founder

Sanicare company

Jun 2023 – Present

- Founded and manage a startup focused on designing and producing sanitary pad carrier bags.
- Oversee product design, development and distribution, ensuring quality and user satisfaction.
- Handle digital presence and marketing strategies.

- Collaborate with suppliers and distributors to ensure smooth operations.

Intern

Trevor Collections

Jul 2022 – Oct 2022

- Managed the company's Point of Sale (POS) system, ensuring accurate inventory tracking and seamless sales operations.
- Collaborated with vendors to resolve IT equipment and software issues, reducing downtime by 25%.
- Conducted system audits for inventory accuracy and IT compliance.

IT attache

Ministry of Trade, Investments and Industry

May 2021 – Aug 2021

- Delivered technical support to 50+ users, resolving hardware and software issues.
- Performed LAN installations and conducted network cabling.
- Assisted in routine system security checks and updates.

Projects

1. React portfolio project: Developed a portfolio website using React.js, showcasing my web development skills.
<https://mwosa.github.io/React-portfolio-website/>
2. Website redesign: Conducted a UI/UX redesign of LPC Global Logistics website using Figma, focusing on improving usability, modernizing the design and enhancing the mobile experience.
<https://www.figma.com/proto/K2vDCTChI7y8Nu8E3qUwfG/LPC-Web-Redesign?node-id=37-7&p=f&t=vAbx2xXuCplvUD20-1&scaling=scale-down&content-scaling=fixed&page-id=0%3A1>

References

Ron Muhande - Lecturer, Jomo Kenyatta University of Agriculture and Technology ron.muhande@jkuat.ac.ke, 0700189876

Dancun Siriba - Operations Director, Trevor Collections dancun.siriba@yahoo.com, 0798803410

Abner Abaga - Director of ICT, Ministry of Trade, Investments and Industry abnerabaga45@gmail.com, 0733944424