

## Abraham Mutinda

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### Profile Summary

Results-oriented IT support professional and software developer proficient in Frontend Engineering with experience in JavaScript, React.js, Node.js, and Java. Delivers creative application development that enhances usability and system efficiency. Strong problem-solving skills, with a focus on improving the user experience through intuitive design and code optimization.

### Coursework

Software Development  
Cloud Computing  
Leadership Skills

Web Development (Mern Stack)  
Network Troubleshooting  
Interpersonal Skills

Data Analysis and Visualization  
IT Hardware support

### Experience

#### IT Support Assistant – RCMRD, Nairobi

March 2025 – Present

Oversee Active Directory, diagnose network issues, and assist with remote access programs. Solve hardware, software, and networking problems for more than 100 users by offering front-line technical support.

Install, set up, and maintain computer peripherals and systems.

Document and escalate unresolved issues to tier 2/3 support where necessary.

#### IT Technician

May 2023 – Aug 2023

Diagnosed and resolved system issues, minimizing downtime by 15%.

Conducted training on hardware usage and IT best practices.

Strengthened IT infrastructure for improved reliability.

#### Software Developer Intern

May 2024 – Aug 2024

Developed the Alliance House Management System to enhance property leasing and maintenance.

Designed, tested, and deployed software to streamline client communication, resulting in improved efficiency and client satisfaction by 25%.

Collaborated with cross-functional teams to ensure timely project delivery and high-quality software.

#### Maxisell Customer care

Aug 2024 – Dec 2024

Assisted customers with queries and provided resolutions efficiently.

Managed high-volume calls while maintaining quality service and a 95% customer satisfaction rate.

Leveraged problem-solving and communication skills to ensure customer satisfaction.

## Projects

### **Real Estate Management Website** | Technologies: React js, Node js, Express, and MongoDB

Designed and developed a full-stack application to enhance property searches, and leasing processes. Integrated a robust backend system to manage property data efficiently.

### **Jobs Platform** | React js, Node js, Relational Databases (Currently under development)

Built a website that allows users to search for jobs in different locations.

Designed an intuitive user interface for seamless job browsing and filtering.

Integrated a robust backend to manage job postings and location data effectively.

### **Weather Website** | JavaScript, RESTful APIs

Built a responsive website that provides real-time weather updates for user-selected locations.

Implemented an intuitive UI to enhance user experience.

## Technical Skills

**Programming Languages:** JavaScript, Java

**Frameworks & Tools:** React.js, Node.js, Express, MongoDB, React hooks

**Other Skills:** IT support, debugging, user training, Version control (GitHub).

## Education

Bachelor's in Business Information Technology (Degree)

Sep 2019 – Nov 2023

Web Developer Certificate

May 2023 – Aug 2023

Full Stack Development Certificate (Ongoing)

Expected Completion: July 2025

## Volunteer Work

**ICT Trainer**, Local Community Center (2024)

Trained over 15 individuals in basic computer literacy and IT best practices, empowering them with essential digital skills for personal and professional development.

## Languages

English: Fluent

Swahili: Fluent

## References

Available upon request.