Okumu Martin

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PROFILE

I am a dedicated and enthusiastic IT student with a solid foundation in computer science and information technology. With hands-on experience in programming languages such as Python, Java, and C++, I have developed a strong aptitude for problem-solving and technical innovation. I am highly skilled in troubleshooting, networking, and system administration, and have gained valuable experience through coursework and projects involving database management, cybersecurity, and software development.

I am passionate about staying up-to-date with the latest technological advancements and continuously learning new skills to enhance my capabilities. My goal is to apply my knowledge and contribute to a dynamic IT team where I can develop practical skills, collaborate with industry professionals, and work on impactful projects.

EDUCATION

Bsc Information Technology

South Eastern Kenya University

09/2019-04/2023 | Kitui, Kenya

I joined South Eastern Kenya University to pursue a Bsc I Information Technology. I graduated with a bachelor's degree in Information Technology with second-class honors (Lower Division)

KCSE

Olbutyo Boys High School

02/2015-11/2018 | Bomet, Kenya

I completed my secondary education at Olbutyo Boys Secondary School with a mean grade of B- of 57 points.

KCPE

Mother Teresa Primary School

01/2010-11/2014 | Mombasa, Kenya

I completed primary education at Mother Teresa Primary School where I attained a total of 349 marks in the KCPE examinations

WORK EXPERIENCE

Affix Limited Company

Sales and Marketing

07/2022-08/2022 | Nairobi, Mombasa, Kenya

- I recognized the needs of the consumer and provided detailed information to the customer about the technical specifications of the computer hardware and software offered by the company.
- Approval of new items and making recommendations for purchase of products.
- Checking inventory to ensure orders are in stock.
- Taking orders over the phone and in person.
- Negotiation of prices with customers for sale

With hard work and commitment. I achieved to surpass revenue targets, secure key clients, and consistently deliver exceptional customer service.

National Health Insurance Fund (NHIF)

Customer Care/ IT technician/ Claims Officer

05/2022-06/2022 | Mombasa, Kenya

- Issuing members registration forms and amendment forms.
- Receiving members' data on the receiving computer system.
- Capturing registration forms in the system to issue with the N.H.I.F unique identification number.
- Recording and receiving hospital claims for payment.
- Biometric registration of persons under NHIF medical cover.
- Attending to customers in the customer care section
- Sorting rejected claims for dispatch to the respective hospitals for rectification
- Recording claims in the outpatient registers.

Neighborhood Cyber Cafe

Cyber Attendant

06/2023-12/2023 | Mombasa, Kenya

- Assist customers who have queries with the handling of computer programs like Microsoft Suite packages.
- Provide services such as encoding, printing, downloading, and all other operations provided by the cafe.
- Troubleshooting of different kinds of computer hardware and software.
- Providing excellent customer care service.
- Maintaining cleanliness and order in the cyber cafe at all times.
- Keep accurate records of logs and inventories of the shop.

By providing high- quality and efficient support, I achieved to retain our customers and also attract more customers making the business thrive so well. I demonstrated professionalism and courtesy to customers while working to resolve complaints, problems, or questions.

Aga Khan Hospital

Dispatch Clerk

06/2024 – 08/2024 | Mombasa, Kenya

- I effectively managed the collection and distribution of financial documents, invoices, statements, and bills to various insurance companies.
- Maintaining records of all dispatched documents, ensuring that every document sent or received was tracked for auditing and compliance purposes.
- Recording of logs of document delivery statuses and ensured follow-ups where necessary.
- I acted as a liaison between the finance department and other departments, ensuring smooth communication regarding financial documents and records.
- Assisting in preparation and dispatch of payment- vouchers, checks, or electronic fund transfer requests.
- Helped in maintaining the filing and archiving system for finance-related documents.
- Ensured the dispatch logs were properly filed and could be easily retrieved for audits or reference.
- Ensured all financial documents compiled with hospital policies and confidentiality guidelines, especially with sensitive patient or payment information.
- I assisted the finance team with general administrative duties such as photocopying, scanning, and document preparation.
- Provided support in managing the department's information and financial records.
- Track the status of delivered documents and ensure they reach the right destination on time, troubleshooting issues with delayed or misplaced documents.

Through my proactive approach, I achieved to contribute to the timely processing of payments and supported the finance team in maintain compliance with regulatory and confidentiality standards. My efforts have enhanced the efficiency of the department, ensured seamless document management and reduced delays in financial operations.

Additionally, I have played a key role in resolving delivery issues and supporting general administrative tasks, which has further improved departmental performance and communication.

SKILLS

- Programming Languages: Python, Java, C++, HTML, CSS, JavaScript

- Operating Systems: Linux, Windows

- Networking: TCP/IP, DNS, DHCP, Network Troubleshooting

- Database Management: MySQL, SQL Server

- Version Control: Git, GitHub

- Soft Skills: Team collaboration, Problem-solving, Time management

PROJECTS

Project Title: Personal Portfolio Website

- Designed and developed a personal portfolio website to showcase web development projects using HTML, CSS, and JavaScript.

  Link: https://okumumartin.github.io/Portfolio/

Project Title: Heart Disease Prediction

- Developed a web app using Python that aims at supporting patients, healthcare providers, and researchers in the prevention, diagnosis, and management of heart disease.

  Link:

CERTIFICATIONS

Responsive Web Design Link: https://freecodecamp.org/certification/Sibuor001/responsive-web-design

JavaScript Algorithms and Data Structures (Beta): https://freecodecamp.org/certification/Sibuor001/javascript-algorithms-and-data-structures-v8

INTERESTS

AI and machine learning – Exploring the latest trends and advancements in artificial intelligence, including hands-on experimentation with machine learning models.

Tech blogging and forums – Writing blogs and engaging in tech communities like Stack Overflow to share knowledge and learn from others.

Tech-related interests – Programming challenges, open-source projects, tech blogs, cybersecurity competitions.

Sports or fitness –Team sports (football, basketball), martial arts, running, swimming.

Volunteering – Community service, charity work, organizing events.

Other hobbies –Gaming, traveling, learning new languages, chess, music, or cooking.

DECLARATION

I solemnly declare that the information provided in this resume is true, accurate, and complete to the best of my knowledge and belief. I understand that any misrepresentation or omission of facts may result in disqualification from the selection process or termination of employment. I hereby authorize the prospective employer to verify the information provided in this resume, including but not limited to my educational qualifications, employment history, professional references, and any other relevant details. I affirm that the documents attached, such as certificates, transcripts, and testimonials, are genuine and have not been altered in any way. I acknowledge that any false documentation or deceptive practices will lead to immediate rejection of my application or termination if employed. I assure the employer that I possess the necessary skills, qualifications, and experience to perform the duties and responsibilities associated with the position I am applying for. I am willing to undergo any required assessments, tests, or interviews to validate my suitability for the role. Furthermore, I understand and accept that the employer reserves the right to make the final decision regarding my employment, based on their assessment of my qualifications, interview performance, and other relevant factors. I hereby declare that I have read and understood the terms and conditions mentioned in this declaration, and I willingly consent to abide by them throughout the recruitment process.

REFERENCES

WILLY SHIVELLE, *Claims Officer*

National Health Insurance Fund (NHIF), Mombasa

+254789233984

SIMON KIOKO, *Sales Person*

AFFIX LIMITED, Mombasa

+254723482956

KENNEDY WANJOHI, *Manager*

AFFIX LIMITED, Nairobi

+254728390604

TOBIAS OKINYI, *Cyber Attendant*

Neighborhood Cyber Cafe

+254718317921

JOY MUASA, *Dispatch Supervisor*

Aga Khan Hospital, Mombasa

+254715488971