Ombasa N.Abuya

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SUMMARY

As a junior developer aspiring to enter the world of software engineering, I am eager to contribute my technical skills and passion for web development. With a strong foundation in key technologies like Ruby on Rails and React, I am prepared to take on new challenges and deliver high-quality solutions. I am dedicated to continuous learning, problem-solving, and project management, making me a valuable asset to any team.

SKILLS

As a beginner in software engineering, I have developed a strong foundation in the following key skills:

Technical Skills:
- Ruby on Rails
- React
- HTML, CSS, JavaScript
- Front-end Frameworks (Bootstrap)
- Database Management (MySQL, PostgreSQL)
- Version Control (Git, GitHub)
- API Development
- Testing and Quality Assurance
- Web Security

Problem-Solving and Analytical:
Strong problem-solving abilities
Proficient in debugging and troubleshooting
Aptitude for breaking down complex problems
Solid understanding of algorithms and data structures

Project Management:
Familiarity with Agile and Scrum methodologies
Task prioritization and resource allocation
Timely project completion
Effective communication and collaboration
Project documentation

Continuous Learning and Adaptability:
Enthusiasm for staying updated with web development technologies
Willingness to adapt to new frameworks and tools
Self-motivated and proactive in professional growth

Communication and Collaboration:
Excellent verbal and written communication skills
Strong interpersonal skills
Effective teamwork and stakeholder coordination
As a web developer, I bring a strong skill set in web development, problem-solving, project management, and continuous learning. I am dedicated to delivering high-quality web solutions and thrive in dynamic environments.

Projects

Project Name: Shepherd Exercise
Link: [GitHub Link](#)
Description: Shepherd Exercise is a web application designed for individuals to track their exercise routines. Users can create an account or log in to access a variety of exercises. The frontend of the application is built with HTML, CSS, and React.js, while the backend is developed using Ruby on Rails with SQLite3 as the database.

Project Name: CodeOverflow
Link: [GitHub Link](#)
Description: CodeOverflow is a clone of StackOverflow, developed with Ruby on Rails and PostgreSQL. It provides a platform for members of the Moringa School organization to ask questions and receive answers from their peers. The backend is built with Ruby on Rails, and PostgreSQL is used for the database.

EXPERIENCE

Network Operation Center | Adrian Kenya
October 2023 –Present | Nairobi

- Efficiently captured and documented tickets with accurate details, including Serial Numbers (SN), Change Request (CRQ) or Incident (INC) numbers, and materials used.
- Monitored and prioritized tickets and incidents, assigning them to technicians based on importance and priority.
- Provided daily reports on closed tickets to the Operations Manager, ensuring timely updates on ticket resolution.
- Monitored ticket implementation to ensure compliance with Service Level Agreements (SLAs) through constant communication with on-ground team leads.
- Collaborated with team members, management, internal departments, and business partners to maintain workflows and effectively resolve customer service requests.
- Responded to customer calls and provided first-level support and excellent customer service.
- Provided regular updates to Adrian Supervisors on ongoing and pending tickets, ensuring effective coordination.
- Timely reporting of fiber cuts, degraded ports, and exhausted splitters to the NOC personnel for prompt action.
- Conducted daily reconciliation of materials used, ensuring accurate data through thorough counterchecking of the previous day's usage.
- Managed material requests from the warehouse for teams, ensuring availability when needed.

Key Accomplishments:
- Managed high-volume tickets and incidents, ensuring prompt resolution within SLAs, leading to enhanced customer satisfaction.
- Implemented efficient ticket prioritization and resource allocation processes, reducing response and resolution times for critical issues.
- Developed proactive monitoring systems, enabling early detection and resolution of network issues and minimizing service disruptions.
- Collaborated cross-functionally to troubleshoot complex network problems, ensuring seamless operations and minimizing customer impact.
- Established robust documentation and knowledge management systems, improving issue resolution and team productivity.
- Led initiatives to streamline NOC processes, resulting in increased efficiency, improved operations, and enhanced customer support.
- Demonstrated exceptional problem-solving skills, identifying root causes and implementing preventive measures to improve network stability.

- Actively participate in incident management and coordination with stakeholders, ensuring timely resolution and communication.
- Recognized for outstanding performance and contributions, receiving commendations and positive feedback from supervisors and customers.

Network Operation Center | **Fireside Communication Limited**
August 2020 – March 2022 | Nairobi
- Reviewed the performance issues raised by over 500 users with concurrent requests and application screens. Fine-tuned and fixed the underlying objects/programs for better performance.
- Resolved user issues in creating and maintaining PA & GL periods and month-end closure period exceptions.
- Worked closely with some of the top customers to review their implementation setups, data corruption and provided solutions specific to customer requirements.
- Worked on quarterly projects that involve major application enhancements and upgrades.
- Developed overtime calculation extension for processing overtime premium costs of employees in the claim management system.

Key Accomplishments:

Successfully managed and processed a high volume of new internet connection orders, ensuring efficient and timely delivery of services to clients.
Consistently monitored and resolved tickets and incidents in the NOC, maintaining a high level of customer satisfaction and minimizing downtime.
Developed and implemented proactive monitoring systems, resulting in early detection and resolution of network issues, improving overall network performance.
Demonstrated exceptional fault handling and escalation skills, effectively resolving client platform issues and maintaining strong client relationships.
Played a key role in facilitating the provisioning of customer networks, ensuring smooth service activation and minimizing service disruptions.
Consistently met and exceeded service level agreements, providing reliable and high-quality internet services to customers.
Maintained accurate and up-to-date technical documentation, improving operational efficiency and facilitating knowledge sharing within the team.
Received positive feedback from customers for excellent customer service, timely response to inquiries, and effective problem-solving.
Actively contributed to a collaborative and supportive work environment, fostering strong relationships across departments and promoting teamwork.
Actively pursue professional development opportunities, expanding technical knowledge, and staying updated with industry trends and advancements.

EDUCATION

Moringa School | Software Engineering Online   June. 2023
- Moringa Certified Software Engineer

Zetech University | Bachelor of Science in Information Technology (BSc IT)   Graduated Nov. 2022
- Second class upper

Mount Kenya University | Diploma: Business Information Technology (DBIT)   Graduated Nov. 2015
- Credit 1

Volunteer Experience

Frankys Foundation – Nonprofit Coding Project

Collaborated with a nonprofit organization to develop a coding project aimed at empowering underprivileged youth through technology education.
Designed and implemented the project's curriculum, covering basic programming concepts and web development.
Mentored and guided participants, providing necessary support for successful project completion.
Combined technical skills with a passion for making a positive impact on the lives of others.

Interests

- Reading books
- Playing football
- Traveling
- Listening to music

Referees

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