

PATRICK MUGENI

IT SUPPORT AND WEB DEVELOPMENT SPECIALIST

Nairobi, Kenya | +254757122461 | mugenipatrick1@gmail.com

Objective

Adaptable and results-driven Computer Science graduate with expertise in AI-driven business platforms, web development, data analysis, and IT support solutions. Brings a practical approach to flow optimization of conversations and front-end development, database and statistical analysis (SPSS) and demonstrated success in working with international customers and translating customer feedback into practical improvements. Knowledgeable in technical customer service excellence, high quality delivery of solutions on a deadline, and internal automation and external-facing systems. Looking to leverage exceptional analytical skills, attention to detail and cross-cultural communication skills to implement innovation and operational efficiency in a dynamic technological landscape.

Key Skills and Experience

- **AI Training Support:** Conversational flow design, qualitative review, annotation
- **Web Development:** HTML, CSS, JavaScript, WordPress, responsive design, site optimization
- **IT Support:** Hardware and software troubleshooting, help desk management, VPN and network configuration
- **Communication:** Exceptional written English (CEFR B1 and above); report and FAQ creation
- **Data Analysis:** SPSS statistical analysis, data visualization, research interpretation
- **Database Management:** SQL, database systems
- **Research and Academic Writing:** Technical reports, academic research, case studies
- **Tools and Platforms:** SPSS, WordPress, Git, Microsoft Office Suite

Notable Achievements

- Improved website performance at Elpotech through **code optimization** and **WordPress customization**.
- Built and customized multiple websites using **HTML, CSS, JavaScript, and also utilized WordPress**, delivering responsive and user-friendly designs.
- Successfully delivered **front-end web projects** during internship, meeting design and functionality requirements.
- Earned **SPSS Certificate** for proficiency in data analysis and statistical modelling.
- Provided timely IT support to staff, reducing system downtime and improving workplace productivity.

Professional Experience

- Assisted in web development projects, improving site performance through code optimization.
- Reviewed chatbot responses for tone, clarity, and alignment with customer service standards.
- Collaborated with teams to implement functional web designs.
- Managed help desk support, resolving technical issues for employees promptly.
- Troubleshoot software issues, ensuring smooth day-to-day operations.
- Customized and maintained websites using WordPress for various projects.

Education

Chuka University

2020- 2024

Bachelor of Science in Applied Computer Science

SPSS Certificate

2022

In 2020, Joined Chuka University as a freshman. 2022 Attained an SPSS certificate from Chuka University. 2023 Completed a Web Development Internship, applying front-end programming skills in HTML, CSS, and JavaScript. 2024 Graduate in April, completing the Computer Science program.

Strengths

- **Adaptability in Tech Environment**

Quickly learn new technologies and frameworks, enabling me to efficiently adapt to the changing needs of both clients and projects.

- **Self-Motivation**

Highly driven in a freelance environment, managing my time and projects effectively to meet deadlines and achieve goals.

- **Team collaboration skill**

Experienced in team collaboration to enhance user engagement.