

Steven Odhiambo

Software Developer and IT Support Specialist



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Work Experience

Kenya Revenue Authority, Kisumu — IT Technical Support

December 2023 - To Current

Key responsibilities:

- **Service Desk** - Providing first-line technical support to users via phone, email, and ticketing system, troubleshooting hardware, software, and network issues.
- Diagnosing and resolving technical problems related to desktops, laptops, printers, and other peripherals, ensuring minimal downtime and disruption to operations.
- Escalating complex issues to appropriate teams or specialists for further investigation and resolution.
- Assisting with the installation, configuration, and maintenance of software applications, operating systems, and other IT systems.

Northstart Technologies, Manderu — ISP Technician

March 2023 - November 2023

Key responsibilities:

- Network Installation and Maintenance:
- Troubleshooting
- Customer support
- Network Security
- Documentation

Lakehub Foundation, Kisumu — Software Developer Intern

August 2022 - March 2023

Key responsibilities:

- Worked on several projects and designs built with React.js, Node.js, Typescript and Figma to make the user experience smooth and more usable.
- Debugging, and ability to communicate technical concepts to non-technical team members.
- Coached several Techies on Web development from basic to advance concepts.

Technical Skills

- Project Management: Agile, Scrum.
- Source Control: GIT(Git Flow), Gitlab/Github
- Backend: Python,Java,Django/Flask, MongoDB, PostgreSQL/MySQL, Firebase,
- Frontend: HTML5, CSS3, JS,
- Frameworks/Libraries- React, Bootstrap, Angular, React.js, Express.js, Next.js, Typescript, Webpack, Node.js, PyTorch, Laravel
- Platforms - Heroku, Netlify, Vercel
- Computer Networking
- Cybersecurity
- Database Management

Soft Skills

- Problem Solving
- Team Player
- Time Punctual
- Verbal and written communication
- Critical thinker
- Flexible
- Fast Learner

Penni, Remote — Frontend Developer Intern

March 2022 - August 2022

Key responsibilities:

- Worked on the development of E-commerce website and created features to enhance the user experience for smartphones.
- Translated designs and wireframes into a highly responsive user interface and reusable components using React.js.
- Connected Back-End APIs to display data using the Custom Components, Library Components, and Redux.

Education History

Bachelor of Science in Information Technology | Kibabii University

Class of 2023

Bsc IT Second Class(Upper Division)

- Awardee, Organizing Secretary Kibabii University ICT Club

Software Engineering | ALX SE

Class of 2023

Google IT Support | Coursera, RootHub Scholarship Program

Class of 2022

Google Cloud | Google Africa Developer Training Program

Class of 2022

Android Development | Google Africa Developer Training Program

Class of 2021

- Awardee, GADS Android Mentor

Projects

Code-Crumbs -Next.js, Node.js, Redux

COLLECTION OF BLOGS FOR DEVELOPERS

- Developed a single page application using Next.js, Node.js, and Markdown files for sharing development blogs.
- Used static site generation resulting in faster load time and increasing efficiency.
- Used Firestore for user authentication and saving of user data and SWR for fetching for data and Browser Local Storage for User Authentication.

Volunteer Work and Affiliations

Mentor, Google Android Developer

Scholarship

2021 to Present

Volunteer ISP Technician

Northstart Technologies, Mandera

2023

Organizing Secretary Kibabii University ICT Club,

2021 to 2022

Awards

- **Google Cybersecurity:**
- **IT Security:** Defense against the digital dark arts an online non-credit course authorized by Google and offered through Coursera
- **The Bits and Bytes of Computer Networking** an online non-credit course authorized by Google and offered through Coursera
- **Technical Support Fundamentals** an online non-credit course authorized by Google and offered through Coursera
- Distinction Certificate in computer packages AIRADS
- **Java Developer Udemy**
- Learn Ethical Hacking from A-Z Udemy
- PHP for Beginners Udemy
- **Learn UI Design from A-Z Udemy.**

Leadership

GOOGLE ANDROID DEVELOPER SCHOLARSHIP(GADS)

Android Mentor

March 2022 – TO DATE

-Advises and mentors a group of upcoming android developers on various soft skills necessary for their growth as developers.

KIBABII UNIVERSITY INFORMATICS CLUB

Organizing Secretary

December 2021 – September 2022

-Organized group events, planned and made sure that they did run smoothly.

-Technical ICT Support Person

GOOGLE DEVELOPER STUDENTS CLUB On-site (Kenya)

Core Technical Team Member

September 2019 - September 2022

- Coached over 30 young aspiring engineers on various core web technologies i.e. Javascript, HTML5, CSS3, Android, Flask/Django, and helped club members leverage these skills while implementing their weekly projects.

- Validated and reviewed club member project presentations.

- Advised and mentored club members on various soft skills necessary for their growth as budding developers.

Summary

- I am an upcoming and enthusiastic software developer with three years of experience in software development and design. Strong creative and analytical skills. Team player with an eye for detail.
- Considered an expert in troubleshooting complex problems and reaching innovative solutions while adhering to rules and requirements of project scope. Dynamic team player when interfacing with other staff members, vendors, and end-users. Strong work ethic and a commitment to delivery, with the willingness to take on and be deployed to new tasks and new environments.

Referees

- **Dr. Roselinda Ongare | CoD, Information Technology, Kibabii University**
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Phone Number: +254 780 617 537
- **Marlene Cherop | Digital Programs Officer**
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- **Mr. Paul Oyile | Industrial Training and Attachment Coordinator, IT**
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