

SHADRACK AFUVYA OKOTH
SOFTWARE DEVELOPER | DATA ANALYST

Nairobi, Kenya | Phone: 0715415671

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PROFESSIONAL SUMMARY

Detail-oriented and tech-savvy Technical Support Specialist with a Mathematics and Computing background. Skilled in IT support, troubleshooting, basic coding, and network configuration. Strong ability to resolve technical issues efficiently while providing excellent customer service. Passionate about leveraging technology and analytical skills to enhance business operations. Seeking an opportunity to apply technical support and coding expertise in a dynamic IT environment.

CORE COMPETENCIES

- Technical Support & Troubleshooting
- Network & System Administration
- Software Installation & Maintenance
- Basic Programming (HTML, CSS, JavaScript)
- Data Analysis & Problem-Solving
- IT Helpdesk & Client Assistance
- Cybersecurity Awareness
- Hardware & Software Configuration
- Communication & Team Collaboration

TECHNICAL SKILLS

- **Programming & Web Development:** HTML, CSS, JavaScript, Python
- **IT Support & Networking:** System troubleshooting, Internet setup, Network installation
- **Software & Hardware:** Windows OS, Software updates, System configuration

- **Data Management & Analysis:** Microsoft Excel, SQL, Power BI
- **Customer Support:** Issue resolution, User training, Ticketing systems

EDUCATION

Kisii University | 2019 – 2023

Bachelor of Science in Mathematics and Computing (Second Class Honors - Upper Division)

CERTIFICATIONS & TRAINING

- Software Engineering – Power Learn Project Academy
- HTML, CSS, and JavaScript for Web Developers – Johns Hopkins University (Coursera)
- AI for Graphic Design – Ajira Digital Program
- Digital Marketing & eCommerce – Ajira Digital Program
- Advanced Excel for Data Analysis – Kisii University
- Leadership Training – Kisii University

PROFESSIONAL EXPERIENCE

Advanta Africa Ltd – IT Field Sales Representative

September 2022 – November 2024 | Remote

- Achieved a 20% increase in customer acquisition through strategic outreach and engagement.
- Resolved over 50+ client issues related to SMS marketing, improving platform user experience.
- Collaborated with the marketing team to refine customer engagement strategies, increasing retention rates by 15%.
- Provided personalized technical support that led to a 30% increase in client satisfaction scores.
- Created training guides for new customers, improving onboarding efficiency and product adoption.

Vault Tech Limited Company – ICT Attachee

May 2022 – August 2022 | Kisii, Kenya

- Reduced system downtime by 30% by implementing efficient troubleshooting techniques.
- Trained 20+ employees on software best practices, improving IT literacy across departments.
- Successfully diagnosed and resolved over 100 technical issues, enhancing operational efficiency.
- Collaborated with IT teams to upgrade legacy systems, improving performance by 25%.
- Led the optimization of network setup, troubleshooting, and internet configuration, enhancing client connectivity by 40% and reducing downtime.
- Implemented and optimized CCTV installation and maintenance, improving security efficiency and reducing incident response time by 35%.
- Optimized customer data management by structuring records and generating analytical reports using Microsoft Excel, improving data accessibility by 35%.
- Spearheaded software installation, updates, and maintenance, enhancing system efficiency and reducing technical issues by 25%.
- Delivered technical support to clients by diagnosing and resolving over 150 software and hardware issues, achieving a 95% customer satisfaction rate and reducing resolution time by 40%.

LANGUAGES

- English – Proficient
- Swahili – Native