

Date of birth: 14/11/1999 | **Place of birth:** Nairobi, Kenya | **Nationality:** Kenyan | **Phone number:** (+254) 0712671465 (Home) | **Email address:** bettstassy1@gmail.com | **Website:** <https://my-portfolio-website-roan-theta.vercel.app/> | **Website:** <https://github.com/StassyB> | **Address:** Kenya (Home)

● **ABOUT ME**

I am a motivated and adaptable IT professional with strong skills in software development, data analysis, and user-focused digital solutions.

● **EDUCATION AND TRAINING**

04/01/2022 – 02/08/2024 Nairobi, Kenya
BACHELORS IN SCIENCE IN INFORMATION TECHNOLOGY MOUNT KENYA UNIVERSITY

Field of study Information and Communication Technologies | **Level in EQF** EQF level 6

06/05/2019 – 16/12/2021 Nairobi, Kenya
DIPLOMA IN INFORMATION TECHNOLOGY MOUNT KENYA UNIVERSITY

Field of study Information and Communication Technologies | **Level in EQF** EQF level 5

06/01/2014 – 29/11/2017 Eldoret, Kenya
KCSE (KENYA CERTIFICATE OF SECONDARY EDUCATION) ST. BRIGITTA GIRLS HIGH SCHOOL

Field of study Education | **Level in EQF** EQF level 4

07/01/2002 – 14/11/2013 Eldoret, Kenya
KCPE (KENYA CERTIFICATE OF PRIMARY EDUCATION) OLIVES ACADEMY

Field of study Education | **Level in EQF** EQF level 2

CCNA NETWORKING CERTIFICATE Cisco Networking Academy

Network fundamentals, routing, switching, LAN/WAN configuration.

Field of study Inter-disciplinary programmes and qualifications involving Information and Communication Technologies (ICTs) |

Type of credits Professional Certification

C & C++ CERTIFICATES Alphax College

Programming fundamentals and object-oriented concepts in C and C++.

Field of study Software and applications development and analysis | **Type of credits** Professional Certification

STATA & SPSS STATISTICS AND DATA ANALYSIS CERTIFICATE KESAP Research Centre

Statistical analysis and data interpretation using STATA and SPSS.

Field of study Database and network design and administration | **Type of credits** Professional Certification

USER EXPERIENCE & INTERFACE DESIGN CERTIFICATE Google (Coursera)

Principles of UX/UI design, wireframing, prototyping.

Field of study Software and applications development and analysis | **Type of credits** Professional Certification

AI CHATBOT SYSTEM CERTIFICATE IBM

Designing and deploying AI-driven conversational systems.

Field of study Software and applications development and analysis | **Type of credits** Professional Certification

WORK EXPERIENCE

SOFTWARE DEVELOPER INTERN – TECH SAVANNA LTD. – 13/10/2025 – Current – NAIROBI, KENYA

- Assisted in developing and maintaining full-stack web applications using React.js, Node.js, and Express.
- Supported database design, API integration, and system optimization to enhance performance and user experience.

VOLUNTEER IT ASSISTANT – BIGSHOT COMPUTERS – 26/08/2024 – 10/10/2025 – THIKA, KENYA

- Assisted in computer hardware and software troubleshooting for clients.
- Supported installation and configuration of systems, networks, and software applications.
- Provided technical guidance and training to users on basic IT operations.

IT SUPPORT INTERN – BINGWA SERVICES LTD – 08/10/2023 – 18/03/2024 – NAIROBI, KENYA

- Provided IT support to clients, ensuring 99% issue resolution within 24 hours
- Assisted in onboarding service providers, improving system adoption and user experience
- Created and maintained technical documentation for efficient troubleshooting

IT SUPPORT INTERN – HUDUMA CENTER – 03/05/2021 – 13/08/2021 – THIKA, KENYA

- Provided network troubleshooting and hardware maintenance for government workstations.
- Managed client inquiries via phone and email, ensuring a first-call resolution.
- Maintained accurate ticketing system records, tracking 100+ IT requests weekly.

VOLUNTEER CYBER ASSISTANT – BELICOM CYBER & PRINTERS – 05/02/2018 – 20/04/2019 – ELDORET, KENYA

- Assisted clients with computer services including typing, printing, scanning, photocopying, and emailing.
- Performed document formatting using Microsoft Word and basic Excel tasks.
- Assisted customers with internet browsing, online applications, and email setup.
- Provided basic computer troubleshooting and system support.

LANGUAGE SKILLS

Mother tongue(s): **ENGLISH** | **KISWAHILI**

SKILLS

Microsoft Word | use object-oriented programming | use software libraries | work as a team | object-oriented modelling | think analytically | SQL | database | PHP | Cloud - AWS | Hardware & Technical Support | VDI | VDI Support | System Testing | Quality Assurance/Quality Control | maintain data entry requirements | Data Science | Data Collection, Data Processing, Data Analysis, Data Visualisation | JavaScript | JavaScript Framework | Javascript (React.js) | CSS | Node.js e NPM | Cisco Networking Academy - Networking Basics