

FRED OSEGE

📍 Nairobi, Kenya | ✉ ojjfred@gmail.com | ☎ +254729007796
🔗 LinkedIn | [Portfolio](#)

PROFESSIONAL SUMMARY

Tech-savvy professional with a strong background in **internet research, content evaluation, and AI training**. Skilled in analyzing and providing feedback on digital content to improve search engine results. Passionate about leveraging AI to enhance user experiences. Adept at working remotely and managing digital tasks with precision.

SKILLS & COMPETENCIES

- ✓ Search Engine Evaluation & Internet Research
- ✓ Content Analysis & Quality Assurance
- ✓ AI & Machine Learning Fundamentals
- ✓ Web Browsing & Digital Literacy
- ✓ Data Storytelling & Critical Thinking
- ✓ Agile & Independent Work Ethic
- ✓ Fluent in **Swahili & English**

PROFESSIONAL EXPERIENCE

Freelance Research & Digital Content Evaluator (*Part-time, Remote*)

📍 Nairobi, Kenya | **2020 – Present**

- Conducted **content analysis** on webpages, text, images, and search engine results to assess relevance and quality.
- Provided critical feedback to enhance **search algorithms** and improve AI-driven content ranking.
- Researched **trending topics, news, and online user behavior** in Kenya to refine localized search experiences.
- Evaluated **social media, business, sports, and media trends** for enhanced digital insights.

Technology Intern – Safaricom PLC

📍 Nairobi, Kenya | **2022 – 2023**

- Managed and categorized **700+ digital incidents monthly** to ensure streamlined online operations.
- Assisted in **root cause analysis (RCA)** of digital service issues, improving efficiency by **20%**.
- Optimized digital platforms by troubleshooting content errors and enhancing **data accuracy**.

IT Support & Digital Services – Surfskills Analytics



 Nairobi, Kenya | **2020 – 2022**

- Assisted over **200+ clients monthly** with digital services, including **E-Citizen applications and content troubleshooting**.
- Provided **technical support** for computer systems and online platforms.
- Conducted **research consultations**, guiding individuals on **data verification and online sources**.

EDUCATION & CERTIFICATIONS

-  **Postgraduate Studies in Software Development** – MEST Africa (2024)
-  **Software Engineering** – ALX Africa (2023)
-  **B.Ed. Arts (Kiswahili & History)** – Kenyatta University (2018)
-  **Enterprise Design Thinking Practitioner** (IBM Certified)
-  **IT Service Management Foundations** (Multiple Certifications)

TECHNICAL PROFICIENCY

-  Google Search Optimization | Web Browsing & Digital Navigation | AI & Data Annotation
-  Online Research | Search Engine Ranking | Quality Control of Digital Content

LANGUAGES

 Fluent in **Swahili & English**

AVAILABILITY

 Part-time, Flexible Remote Work