ABOUT ME

Passionate educator and technology enthusiast with a background in Kiswahili and History education. Experienced in leveraging technology to enhance learning experiences and optimize processes. Skilled in business analysis, process improvement, and system implementation. A strong advocate for integrating digital solutions in education to create engaging and effective learning environments.

EDUCATION

BACHELOR OF EDUCATION (KISWAHILI & HISTORY)

Kenyatta University / Nairobi / 2018

• Strong foundational knowledge in Technology, Instruction, Kiswahili Language, History & Government.

POSTGRADUATE STUDIES

MEST Africa / Accra / 2024

• Specialized in Software Development
• Trained in Software Business Development

SOFTWARE ENGINEERING

ALX Africa / Nairobi / 2023

• Data Structures, C, and Python Programming
• Technical Communication & Documentation

SKILLS

Education & Learning Support

Technology Integration in Education

Collaboration & Communication

Critical Thinking

Process Improvement

Technical research

IT Support & Troubleshooting

IT Service Management

LAN, WAN and RAN

Python & C Programming

Software Development

WORK EXPERIENCE

Tooma Technologies LTD
Jun 2024 - Nov 2024
Nairobi

SOFTWARE DEVELOPER & PROCESS ANALYST

• Analyzed and optimized backend processes to improve efficiency in digital learning platforms.
• Collaborated with cross-functional teams to implement user-friendly technology solutions.
• Developed documentation and training materials to streamline the adoption of new systems.

Safaricom PLC
Sep 2022 - Jun 2023
Nairobi

TECHNOLOGY INTERN

• Conducted process analysis to improve incident management, achieving a 99.8% SLA adherence.
• Assisted in automating workflows, reducing operational inefficiencies by 20%. Provided technical training and documentation support for system users.

Surfskills Analytics Agency
Feb 2020 - Apr 2022
Nairobi

IT SUPPORT

• Provided comprehensive technical support, completing 15+ computer and mobile system repairs and software installations monthly
• Served a customer base spanning a wide area near Kiriri Women's University of Science & Technology, delivering technical services to over 200 clients monthly
• Led consultations on academic and research coaching, assisting over 20 customers with research methodologies and academic tools
• Facilitated 10+ E-Citizen service applications weekly, improving accessibility to government services

PROJECTS

May 2024 - Nov 2024
Nairobi

TOOMA APPLICATION

• Designed an AI-driven platform to provide real-time feedback for public speaking improvement.
• Conducted stakeholder analysis to align platform features with user needs, increasing adoption by 30%.

LINKS

Linkedin:
www.linkedin.com/in/fred-osege-bb3645163

Github:
https://github.com/Surfskills

Portfolio:
https://fred-iota.vercel.app

LANGUAGES

• English
• Kiswahili

END

REFERENCES ARE AVAILABLE UPON REQUEST

Thank you for your time and consideration.

"The only way to do great work is to love what you do." – Steve Jobs