SUSAN AKOTH NGESA

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Personal Statement

A highly motivated IT professional with a Diploma in Information Technology and a Certificate in Software Development. I am skilled in troubleshooting, problem-solving, and software development processes. Am also experienced in working with diverse technologies and eager to contribute to innovative projects. I am committed to continuous learning and delivering efficient technical solutions.

Academic qualifications

Modcom Institute of Technology
Certificate in Software Development
September 2024-Present

The Eldoret National Polytechnic
Diploma in information communication Technology
2018-2021
- First year: PASS
- Second year: PASS
- Third year: CREDIT

Jusa Secondary
Kenya Certificate of Secondary Education (KCSE)
2013-2016
- Mean:C PLAIN

Muguna Primary School.
Kenya Certificate of Primary Education (KCPE)
2005-2012

Work Experience

Software Trainee
Modcom Institute of Technology (September 2024-Present)

- Gained hands-on experience in software development, problem-solving, and troubleshooting.
- Developed and tested small-scale applications using modern development tools and practices.

Attaché
Rai Plywood (March 2022- June 2022)

- Assisted in enrolling and updating employee records in the Time and Attendance system.
- Registered new employees in clocking devices and generated company ID cards.
- Managed gate timing data for backup purposes.
- Installed and configured Windows operating systems and software applications..
- Performed hardware maintenance, troubleshooting, and network configurations.
- Installed and maintained office devices such as printers, scanners, and CCTV cameras.
- Supported in printer, scanner installation and maintenance issues.

- Provided technical support to office staff and generated daily manpower reports.

Achievements

- Led teams to develop and deploy real-world projects such as e-commerce platforms, mobile applications, and integrated MPESA payment solutions using APIs.
- Assisted in training new software development trainers within the organization.

Additional skills

Technical Skills

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
- Experienced in using office equipment (photocopiers, printers, scanners).
- Skilled in software development, including web and mobile application development.
- Strong data reconciliation and report preparation abilities.
- Networking and system troubleshooting skills.

Soft Skills

- **Time management** - Able to meet deadlines and complete tasks efficiently.
- **Problem Solving**-Strong analytical skills to identify and resolve issues effectively.
- **Communication** Excellent verbal and written communication skills, with the ability to collaborate with teams effectively.

Hobbies

- Software development and coding
- Watching technology-related content
- Drawing and creative design

Referees
Miss. Roselyn Okemwa
Trainer, Modcom Institute of Technology
Phone: +254740601039
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Mr. Michael Jaoko
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