SYLVIA NYANGANYI NYAROO

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SUMMARY

Experienced IT professional with over 2 years of expertise in IT support, software development, and business analysis. Proficient in optimizing business processes, boosting system performance, and resolving intricate technical challenges. Skilled in Oracle Cloud Infrastructure, machine learning, backend web development, and ICT infrastructure planning. Committed to enhancing customer experiences through dependable support, prompt solutions, and clear communication. Passionate about utilizing technical proficiency to propel business expansion and elevate customer satisfaction in diverse environments.

WORK EXPERIENCE

Dec 2023- Present: **ICT AUTHORITY**   Nairobi, Kenya
Software Engineer
- Collaborate in the implementation and maintenance of an Enterprise Resource Planning (ERP) system, improving system uptime and user productivity by 70%.
- Provide advanced application support and technical documentation, enhancing overall user satisfaction by 75%.
- Develop and implement a comprehensive training program that increase staff proficiency with new and existing technologies.
- Plan, design and implement ICT infrastructure systems ensuring 99% availability, 20% optimization, and enhanced security of ICT systems.

April 2024- June 2024**: ORACLE**   Nairobi, Kenya
Business Analyst
- Optimized business processes through analysis, improving efficiency by 15%.
- Applied advanced proficiency in Oracle Analytics Desktop to analyze and visually represent data, resulting in a 50% enhancement in customer comprehension and facilitating data-driven decision-making.
- Supervised a team of 20 in the timely presentation and delivery of comprehensive weekly reports.

May 2022- August 2022: **SNETTSCOM LTD**   Kisumu, Kenya
Junior Software Engineer
- Collaborated on the software design and development of the Avtech Systems website as the backend web developer, enhancing the website efficiency and contributing to a 25% faster project completion.

EDUCATION

Aug 2018- Aug 2023**: UNIVERSITY OF EASTERN AFRICA, BARATON**   Nandi, Kenya
Bachelor of Science in Software Engineering.
Grade: - Second Class (Upper Division)
Course-work: Software Engineering, Business Intelligence, Artificial Intelligence, Web Development, Algorithms, System Design, Database Management, Routing and Switching.

PROJECTS

May 2024- May 2024: **ACLED Data Analysis and Visualization.**
- Cleaned, analyzed, and visualized the ACLED dataset (1997-2024) using Oracle Analytics Desktop, deriving key insights on armed conflicts and also predicted the probability of conflicts happening in Kenya.
- Technical skills: Machine Learning, Python, Matplotlib, Pandas, Oracle Analytics Desktop.

Jan 2023- May 2023**: A Machine Learning Driven System for STD Self-Diagnosis.**
- Developed and deployed a machine learning web application achieving 88% accuracy in diagnosing STDs based on user-inputted symptoms.
- Technical skills: Machine Learning, Python, Streamlit.

SKILLS

Programming Languages/Frameworks: SQL, Python, Streamlit, HTML, CSS, JavaScript, PHP.
Technical Skills: IT Support, Software Testing, Data Collection**,** Data Analysis, Data Visualization, Machine Learning, Cloud Computing, IT Automation, Figma.
Soft Skills: Agile, Innovative, Convincing, organized.

VOLUNTEER EXPERIENCE

University of Eastern Africa, Baraton | ISC Department
- Facilitated IT technical support activities and maintaining university equipment, ensuring optimal performance and reliability.
- Conducted network troubleshooting and managed cable infrastructure, resulting in a 30% improvement in connectivity and efficiently resolving issues.

OTHERS

Certifications: Cyber Security Essentials, Networking Essentials, Data Analytics, Oracle Cloud Infrastructure, Oracle Data Management, Oracle Cloud Infrastructure AI Associate, Google Project Management, Google IT Automation, Google IT Support Professional Certificate.
Leadership: Led a class of 200+ students at the University of Eastern Africa, Baraton throughout the whole semester to make sure they got timely information from the instructor and vice versa.
Interests: Reading, watching animal documentaries, trying out new restaurants.