

SOFTWARE ENGINEER  
UI/UX DESIGNER

# FAITH TUM

## About

I am an information technology professional with expertise in software development, computer networks and a comprehensive understanding of computer systems management.

## Education

### Google Certification

IT Automation with Python.

2022 - 2023

- Automated complex tables using Python scripts.
- Learned how to manage IT resources at scale for virtual and physical machines.
- Used Git and GitHub for version control.
- I analyzed IT problems and solved them using appropriate solutions with Python.

### Bachelor of Business and Information Technology

Jomo Kenyatta University of Agriculture and Technology

2018 – 2022

Coursework in the application and administration of information technology solutions in business.

## Technical Skills

- Programming: Python, (Django, Flask), HTML, CSS, JavaScript, React, Git, MySQL
- Server configuration management using Google Cloud Platform
- Python scripting
- Troubleshooting and debugging
- Tools: Visual Studio Code, GCP, GitHub, Trello, Figma

## Experience

### Software Engineering Apprentice

[Arucy Enterprises](#)

June 2022 – present

- Contributed to e-commerce services by aiding in the rapid setup of storefronts by automating workflows and processes.
- Played a key role in data mining & entry, utilizing first party and third-party data sources to enrich customer data.
- Contributed to customer support automation initiatives, working with partners to onboard them to our e-commerce solution, [OdeBox](#)

### IT and Systems administrator intern

*University of Eldoret*

May 2021 - Aug 2021

- Configured, modified, and maintained network infrastructure, optimizing connectivity and performance.
- Facilitated software installations and updates, ensuring systems were up to date with the latest technologies.
- Implemented robust data backup and recovery strategies, safeguarding critical information, and minimizing downtime.
- Spearheaded the implementation of security measures, enhancing the overall cybersecurity posture of the university's IT environment.
- Provided user support by troubleshooting and resolving hardware and software issues promptly, contributing to improved system reliability.
- Monitored system performance and generated comprehensive reports, enabling proactive identification and resolution of potential issues.

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