

# WILLIAM KITHEKA KINGOO — CURRICULUM VITAE

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## PROFESSIONAL SUMMARY

Dynamic and detail-oriented **Software Engineering Graduate** with proven experience in **IT Support, Full-Stack Development, Software Testing, and Game Development**. Skilled in diagnosing and resolving technical issues, building scalable applications, and conducting manual QA tests for global clients. Strong ability to work in cross-functional teams, translate business requirements into technical solutions, and deliver reliable, secure systems. Experienced working in professional environments such as the **Milimani Law Courts ICT Department** and international platforms like **Applause Inc.**

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## CORE SKILLS

### Technical Skills

- **Full-Stack Development:** JavaScript, React.js, Node.js, PHP, MySQL
- **IT Support & System Administration:** Windows, Linux, macOS
- **Networking:** LAN/WAN, Wi-Fi setup, troubleshooting, network monitoring
- **Cybersecurity:** System hardening, access control, secure configurations
- **Software Testing:** Manual testing, regression, test case execution
- **Helpdesk Tools:** ServiceNow, Zendesk, Jira
- **Version Control:** Git & GitHub
- **Game Development:** Unity (C#), Unreal Engine 5 (Blueprints/Niagara)

### Soft Skills

- Problem-solving & analytical thinking
- Documentation & technical writing
- Customer support & communication

- Agile methodologies & team collaboration

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## PROFESSIONAL EXPERIENCE

### IT Support Technician (Industrial Attachment)

Milimani Law Courts – ICT Department | May 2025 – Aug 2025

- Diagnosed and resolved 50+ hardware, software, and network issues.
- Installed, configured, and updated operating systems and enterprise applications.
- Provided first-line user support and documented troubleshooting procedures.
- Managed staff user accounts, access rights, and security protocols.
- Monitored network performance and ensured uptime for critical systems.
- Used helpdesk ticketing tools to track and resolve support incidents efficiently.

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### Full-Stack Developer (Academic & Project-Based)

Zetech University | Sep 2022 – Sep 2025

- Designed and developed web applications using React.js, JavaScript, Node.js, and PHP.
- Analyzed user requirements and translated them into functional designs.
- Improved existing applications by updating features, fixing bugs, and optimizing performance.
- Collaborated with teams using Agile methodologies and Git version control.
- Contributed to workflow enhancements and automation of repetitive tasks.

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### QA Manual Tester (Remote)

Applause Inc – Framingham, USA | Oct 2022 – Sep 2025

- Executed manual test cases, including unit, functional, and regression tests.
- Verified bug fixes and new product features across multiple test cycles.
- Identified usability defects and documented issues with clear reproduction steps.

- - Collaborated with distributed QA teams to support global product releases.
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## EDUCATION

### Bachelor of Science in Software Engineering

Zetech University — Graduated September 2025

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## PROJECTS

### 2D Platformer Game – Unity

Built a complete 2D platformer with custom physics, enemy AI, and level design.

### 3D Sci-Fi Game Environment – Unreal Engine 5

Created a game map featuring Niagara visual effects, dynamic interactions, and environment world-building.

### Web Applications

Developed multiple full-stack apps including:

- User authentication system
  - E-commerce features
  - Online banking concept system
  - API-based messaging and notification modules
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## ACHIEVEMENTS

- Resolved **50+** software/hardware incidents at Milimani Law Courts.
  - Lead Developer at Campus Tech Club — mentored 15+ students in web development. • Successfully executed multiple paid remote QA testing cycles for international clients.
  - Built complete game prototypes demonstrating advanced graphics and physics systems.
  - Implemented structured onboarding/offboarding procedures for secure IT environments.
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## LANGUAGES

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**English:** Fluent

- **Swahili:** Fluent

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## **REFERENCES**

Mr. Sokoro Nyamongo

ICT support specialist

Milimani Law Courts

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Mr. Martin Nyoike

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