

BENEDICT WAFULA

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SOFTWARE DEVELOPER

Reliable and hard-working professional with strong attention to detail and a passion for learning new technologies. Skilled in problem-solving and capable of working both independently and collaboratively within a team. Dedicated to delivering innovative solutions, contributing to team success, and gaining hands-on experience to enhance technical expertise in the tech field.

STRENGTHS AND EXPERTISE

| | | |
|--------------------------------|----------------------|-------------------------|
| Programming Languages | UI/UX Design | Team Collaboration |
| Web Development | Graphics Design | Problem solving |
| Database Management | Customer service | Ethical Decision making |
| Software Development Lifecycle | Front-end frameworks | Communication |

PROFESSIONAL EXPERIENCE

BSYS - Tally Prime

November 2025 - December 2025

IT Support Trainee

Worked as an IT Support Trainee at BSYS – Tally Prime, providing user support, software installation, configuration, and troubleshooting for accounting systems. Assisted clients with system issues, basic accounting software usage, and routine system maintenance.

Accomplishments:

- Provided first-line technical support for accounting and ERP software users
- Assisted in software installation, configuration, and updates on client systems
- Troubleshoot system, network, and application-related issues, software errors, login issues, data sync problems.
- Supported users with basic accounting software functions and usage guidance

The Big Square

February 2025 - October 2025

POS Attendant

As a POS Attendant at Big Square, Moi Avenue, I have been responsible for delivering fast, efficient, and friendly service to customers while accurately processing transactions. My duties have included operating the point of sale system, handling cash and digital payments, issuing receipts, and ensuring customer satisfaction.

Accomplishments:

- Operate point-of-sale (POS) systems efficiently to process customer orders and payments (cash, card, and digital).
- Ensure high levels of customer satisfaction by delivering prompt, courteous, and accurate service.
- Handle customer inquiries and resolve complaints professionally to enhance the overall dining experience.
- Reconcile daily sales, prepare transaction reports, and ensure accuracy in end-of-day cash handling.

Genemarks Designers

March 2024 - July 2024

Web Developer

As a Web Developer Intern at Genemarks Designers, I contributed to the development and maintenance of responsive, user-friendly websites and web applications. Working closely with senior developers and designers, I assisted in front-end development using HTML, CSS, JavaScript, and React, and supported back-end integration with PHP and MySQL. I was involved in debugging, testing, and deploying code, as well as optimizing website performance.

Accomplishments:

- Assisted in the development of responsive websites using HTML5, CSS3, JavaScript, and React.
- Collaborated with UI/UX designers to translate wireframes and mockups into functional web pages.
- Supported integration of back-end services using PHP and MySQL, improving dynamic content delivery.
- Gained experience in version control systems (Git) and contributed to team repositories through GitHub.
- Participated in daily stand-ups and sprint reviews as part of the agile development cycle.
- Debugged and optimized code across multiple projects, enhancing site performance and responsiveness.

Graphics Designer

January 2022 - May 2022

Phloem Media

Entry-level Graphic Designer with hands-on experience in the tech industry, gained skills in creating visually engaging digital assets including social media graphics, and brand materials tailored for tech audiences. Proficient in Adobe Creative Suite (Photoshop, Illustrator, XD) and FIGMA with a solid understanding of design principles. Collaborated with developers and marketers to deliver cohesive visual content that enhanced user engagement. Passionate about modern design and eager to grow in a creative environment.

Accomplishments:

- Designed branded digital assets, including UI mockups, promotional graphics, contributing to increased brand consistency across platforms.
- Collaborated with the web development team to design intuitive UI elements, improving user navigation and interfaces.
- Assisted in rebranding efforts for two tech startups under Phloem Media's portfolio, delivering logos and style guides aligned with modern tech trends.
- Received recognition from the creative lead for delivering quality work under tight and adapting quickly to feedback.

EDUCATION

Bachelors of science in software development

KCA UNIVERSITY

First Class Honors

2019 - 2024

Certificate of secondary education

St. Josephs High School, Kitale

2015 - 2018

REFERENCES

Mr. Joseph

Manager, The BIG SQUARE, Moi avenue

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