

Felix Chegero

IT support specialist

Contact

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Education

2022 Google – Professional IT certification
July 2021- Samasource – Artificial intelligence

Nov 2020-May 2021 – Moringa School Certificate in software development

2016 – 2021 Kenyatta University
BSc. Analytical chemistry with management

Objective

A dedicated and detail-oriented ICT professional with a strong background in web development, IT support, and data annotation. Proven ability to work in dynamic and challenging environments, with a passion for contributing to the success of company goals. Adept at problem-solving and equipped with excellent communication and teamwork skills.

Experience

Meditest Hospital

Web Developer and IT Support

JANUARY 2024 - JULY 2024

- Developed and maintained the hospital's website, ensuring it is user-friendly and up-to-date.
- Provided IT support to staff, resolving hardware and software issues promptly.
- Implemented data security measures to protect patient information.
- Content management for the website.
- Software installation and configuration.

Sama

Data Annotator Specialist

August 2021 - December 2022

- Annotated large datasets to train and improve AI models.
- Collaborated with team members to enhance data quality and accuracy.
- Meeting tight deadlines to fulfill client needs.

Teziafrica

Backend Engineer

May 2021 - June 2021

- Developed backend systems for various applications using Python and Django framework

Key Skills

- Good understanding of hardware and software
- Troubleshooting of both hardware and software
- Programming skills in both CMS like WordPress and Python, Django, JavaScript, CSS, and HTML5
- Network management
- Cybersecurity
- Technical support
- Hardware and software maintenance

Soft Skills

- Effective communication in technical environments
- Flexibility and adaptability
- Team-oriented
- Attention to detail
- Team leadership in agile development
- Problem-solving skills
- Resourceful
- Dependable

Freelancing

- Developed websites for clients
- IT consultancy services
- Installation of operating systems and software for clients
- Management of websites for clients
- Helping Clients fix issues with their devices

Achievement

- I was able to collaborate with a team in designing a responsive website for Meditest hospital.
- I integrated social media handles to the website at Meditest hospital which saw an increase in customer engagement.
- Upgrading the user-interface for the Meditest website led to an increase in traffic by 25%
- Collaborated with call center team to deliver a 20% increase in customer satisfaction within 4 weeks.
- I have received numerous positive feedback from clients after helping them solve their problems

Projects

- meditestdiagnostic.com
- medifortehospital.com

References

Available upon request.