2 CAREER PROFILE

Energetic Software Developer, creating and maintaining functional, attractive, and responsive Softwares for companies and Individuals. Clear understanding of modern technologies and best design practices. Proven track record of raising UX scores and customer retention..



Software Developer

2019 - Present

Azahub Coding Center, Nairobi

- · Writing and implementing efficient code
- Identifying areas for modification in existing programs and subsequently developing these modifications
- Maintaining and upgrading existing systems
- Testing and evaluating new programs
- Training users
- Working closely with other developers, UX designers, business and systems analysts

Graphic Design Consultant

2019 - 2019

Freelance, Nairobi

Help several start-ups in Nairobi build their brand and engage with their customers by:

- Developing graphics for their product illustrations, logos, and websites
- · Create images that identify their product or convey a message
- Use user-centered design theories to determine the message the design should portray
- Advise clients on strategies to reach a particular audience and lead the scope of the customer engagement project
- Develop concept, graphics, and layouts for the product

IT & Operations Support

2012 - 2018

Simba Apparel (EPZ) Ltd, Mombasa

Incident Management

The number of Incidents and Requests logged accurately. Investigation and providing support for all end-user requests. First level resolution of incidents/service requests. Escalating incidents/service requests that they cannot resolve within agreed timescales to the IT support teams and vendors. Communication to the IT Management on major incident progress. Problem-fixing all incidents, requests, and other calls. Provide guidance on the quality of replacement spares and parts. Application and Network links monitoring, reporting and follow-up for resolution. Troubleshoot hardware and software issues in person, remotely and via phone, supporting in-house business solutions; desktop and web applications, and develops checklists and scripts for resolving routine problems.

Customer Relations

Receive, classify, prioritize and log incidents and requests on a daily basis, build and maintain excellent relationships with all customers of the Service Desk while maintaining quality and expectations. Support and configure end users on various standard and business applications like Email and internet, taking users through a series of best practices as well as advising on the proper use of hardware and software. Keep affected customers informed about incident and request resolution progress on a daily basis, notifying them of impending changes.

Buyer systems support

Implement Service Support policies, plans, and strategies relating to IT safeguard warehouse operations and contents by establishing and monitoring security procedures and protocols. Provide support, including updates when needed and follow procedural documentation. Making sure that only allowed software is installed.

Processes, Policies, and Compliance

Used Global sourcing software (GSTMS, NGC, ERP, PLM, SCM) and shipping software (DHL, TNT, and FedEx). Leverage on global sourcing software to run plan production and delivery timelines with buyers. Coordinate and process samples to meet the buyer's specifications. Design order requirements for trimmings and accessories according to buyer's specifications. Maintain fabric/trim library, sample development logs, trim inventory/liability inventory, and production archives library. Coordinate with the procurement department to manage material lead time.

Edward Oloo

Software Developer

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EDUCATION

Graphic Design

Africa Digital Media Institute 2019 - 2019

Microsoft Technology Associate (MTA) - Data Science

Microsoft Certification 2019 - 2019

IT Essential - PC Hardware & Software

Cisco Networking Academy 2019 - 2019

Excel Skills for Business: Essentials

Macquarie University 2018 - 2018

Diploma in Computer science and information Processing

Mombasa Aviation Training Institute 2009 - 2011

LANGUAGES

Swahili (Native)

English (Professional)

French (Professional)

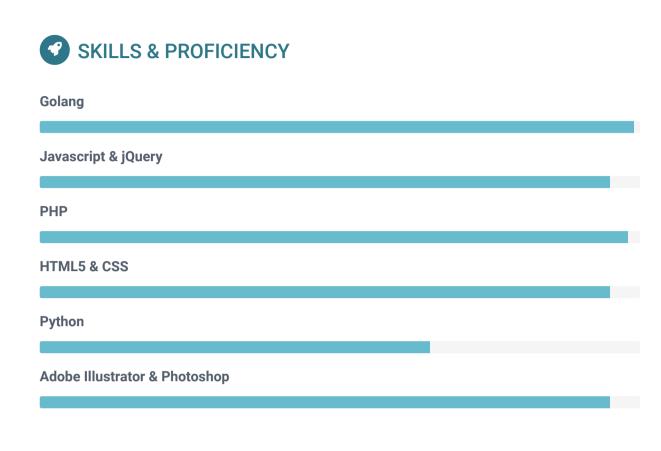
INTERESTS

Swimming

Playing and Watching Football

Cooking

Enter and maintain updates for each style in the Garment sourcing and tracking management systems. Design and distribute daily & weekly production status reports. Coordinate with the production team to actualize PO specifications Achieved 80% quality compliance level on all orders with the production team. Manage buyer communication and expectation throughout the production phase. Coordinating packaging, shipping, and delivery process, the software is shared resources between the company and shipping agent. **Buyers I've handled using the Global sourcing software:** Road(Ross), Americaware, Fred Meyer, Jones, Rawedge, Dickies, Landau, Cintas and Unifirst



Designed with ♥ by Edward Oloo