HOPE SHIRLEY

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github

Professional Summary	IT specialist with a good background in programming, system administration, and ICT support. Web development enthusiast, committed to learning new technologies, and thrives in collaborative team contexts. Eager to apply skills, face difficulties, and make important contributions while pursuing professional advancement in the fast-paced ICT field.
Skills & Abilities	Skills: Proficiency in HTML, CSS, JavaScript (ES6+,Experience with React, Responsive Design, Version Control, Problem-Solving Tools: Microsoft Office Suite, Google Workspace, Visual Studio Code, Bootstrap, MongoDB Interests: Cutting-edge Technologies, User Experience (UX), Open Source Contribution, Continuous Learning, Creative Design
Experience	**Sep 2023- Present** IT intern, Ministry of Foreign and Diaspora Affairs • Developed and maintained professional relationships with internal employees and customers. • Learned and became proficient on internal software systems. • Assisted in preparing information and research materials for specific projects. • Collaborate with designers to translate designs into functional code, ensuring a seamless and intuitive user experience. **Aug 2018- Feb 2019** Customer care Agent, Transcosmos • Managed large volume of daily calls while maintaining high customer satisfaction rate. • Engaged in active listening with customers, confirming and clarifying information to provide comprehensive support. • Identified and flagged recurring customer complaints with manager.
Education	**Bachelor of Business Information Technology** Mount Kenya University

	KCSE Lugulu Girls High School
References	**Michael Yego** IT Officer, Ministry of Foreign and Diaspora Affairs +254 721 368271