JACK OGONDA

WordPress Developer • Website Designer • Technical Support Specialist

Phone: +254703489975 / +254792657875

Email: jackomosh6@gmail.com

Portfolio: https://jackomosh.github.io/portfolio/

Nairobi, Kenya

PROFILE SUMMARY

I am a Highly proactive and results-driven WordPress Developer and Technical Specialist with extensive experience in website design, front-end development, IT support, cybersecurity, hosting management, and digital operations and skilled in designing, building, optimizing, and maintaining responsive, secure, and SEO-ready websites. Strong background in technical troubleshooting, cPanel hosting, DNS management, plugin/theme customization, and system performance optimization. Adept at managing full website life-cycles, improving site health, training users, and delivering efficient technical solutions.

CORE COMPETENCIES

• WordPress Development & Customization

• HTML, CSS, JavaScript (Front-End Development)

• Website Design & UX/UI Structuring

• SEO Optimization & Google Search Console

• cPanel, Hosting & Domain Management

• Cybersecurity & Website Protection

• Website Performance Optimization

• IT Support & Technical Troubleshooting

• Content Management & Digital Tools Training

• Bulk SMS / Email Marketing Systems

TECHNICAL SKILLS

WordPress

• Elementor • WPBakery • Theme/Plugin Customization • HTML5 • CSS3 • JavaScript • GitHub

Search Engine Optimization

• Google Analytics • Google Search Console • Cybersecurity Tools

cPanel / WHM / WHMCS

• DNS Management • FTP/SFTP • SSL Installation • Server Security Basics

POS System Support

• Software Installation • Device Troubleshooting • Harware Support

PROFESSIONAL EXPERIENCE

WISEHUB FOUNDATION (June 2024 – Present)

Technical Lead & Digitization Trainer (ToT)

• Design, build, and maintain fully responsive and visually appealing WordPress websites.

• Customize themes and plugins to meet functional and branding requirements.

• Manage hosting environments including cPanel, email accounts, backups, and security enhancements.

• Build websites for entrepreneurs using both code and no-code tools.

• Troubleshoot learner computers, install necessary software, and provide IT support.

• Optimize websites for performance, mobile responsiveness, and SEO ranking.

• Train youths and community members in digital literacy, web design, and marketing.

• Manage and update website content including media, blogs, pages, and landing sections.

• Improve online presence through SEO audits, metadata optimization, and site structure enhancements.

• Prevented a Distributed Denial of Service (DDoS) attack and implemented improved security protocols.

• Manage the organization's chat bot, ensuring accurate and up-to-date information.

Achievements:

• Successfully trained youths in Web Design using HTML, CSS & JavaScript.

• Developed and launched a fully functional hotel website for the organization.

• Improved website responsiveness and mobile performance.

• Strengthened website security and prevented attacks.

HALLOPAY SYSTEMS ENTERPRISES LTD (Oct 2019 – Apr 2024)

Technical Customer Support Lead – POS & IT Systems

• Diagnosed and repaired POS terminal issues including connectivity, SIM/APN, printing, and firmware errors.

• Managed onsite repairs, device replacements, and technical assessments.

• Conducted field visits to provide hands-on support and merchant training.

• Built a knowledge base that improved support efficiency and reduced dependency on escalations.

• Provided IT help-desk support including system troubleshooting and software installation.

• Coordinated and managed support schedules while ensuring SLAs were met.

• Compiled technical reports on device performance, recurring issues, and merchant feedback.

Achievements:

• Employee of the Year 2022.

• Increased agents' daily transaction rate by 50%.

• Reduced support issues by 25% through improved training and processes.

KOKO NETWORKS (Mar 2020 – Dec 2020)

Brand Ambassador & Technical Product Support – Part-Time

• Demonstrated product functionality to customers and conducted training on usage.

• Supported merchants and handled frontline product troubleshooting.

• Managed lead generation activities and maintained 94% accuracy in data entry.

Achievements:

• Awarded Most Efficient Customer Product Trainer.

MTM MARKETING AGENCY (Jan 2019 – Sep 2019)

Sales, Marketing & Technical Support

• Identified potential businesses for Lipa na Mpesa Tills and Paybill numbers.

• Trained customers on payment system setup and usage.

• Prepared performance reports and evaluated marketing campaign effectiveness.

KOMAROCK CYBER CAFE (Jan 2016 – Aug 2018)

IT Support Technician & Customer Service

• Assisted customers with computer usage, online services, and software troubleshooting.

• Conducted OS installations, updates, printer setup, and hardware diagnostics.

• Handled payments, maintained computer systems, and ensured cyber security standards.

EDUCATION & CERTIFICATIONS

• Diploma in Web Development (HTML, CSS, JavaScript)

• Diploma in Information Technology Management

• Certificate in Creating Effective Business Websites

• Certificate in Data Science & Analytics

• Certificate in Website Development

- Certificate in Cybersecurity

- Certificate in Introduction to Cybersecurity – Cisco

- Certificate in Customer Experience for Business Success

- Certificate in Computer Packages Literacy