



SUMMARY

I am a results-oriented Full-Stack Developer and a Technical Specialist with expertise in JavaScript, Python, React.js, Nextjs, PostgreSQL, API development and business support tools. With a solid foundation in both software engineering and IT Support, I excel at solving complex problems and developing innovative technology solutions. I am passionate about optimizing business processes through the creation of scalable applications, system automation, and efficient, cutting-edge technology solutions.

SKILLS

- **Technical skills:** IT infrastructure Management, Cybersecurity, Software development, System Integrations, IT technical support. SQL.
- **Business & Process Analysis:** ERP, Change Management, Business Process Modeling.
- **Project Management:** Risk Management, Time & Budget Management, Agile Methodology.
- **Data Management & Analytics:** Data governance, Data analysis and reporting.
- **Strategic Planning & IT alignment:** Digital transformation.
- **Customer service & support:** UX Design, SEO Optimization, CRM tools.
- **Business Communication:** Training & Support, Stakeholder engagement, technical documentation.

SOFT SKILLS

- Problem-solving & analytical thinking
 - Collaboration & teamwork in cross-functional environments
 - Communication & technical documentation
 - Attention to detail in code quality & debugging
 - Time management & ability to work independently
 - Continuous learning & Adaptability.
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SELECTED PROJECTS

Acme Dashboard - Nextjs



[GitHub Repo](#)

[Live Demo](#)

Built a Dashboard using Nextjs reacts framework as part of learning process on Nextjs

It's a dashboard that fetches invoices from the database, and provides the functionality of editing and managing them

It has a login functionality, that can be enforced on protected routes

Email: user@nextmail.com

Password: 123456

Technology used: Nextjs

Personal Website

[Portfolio Website](#)

This is a portfolio website build to showcase my skills on frontend development.

Technology used: Reactjs, HTML, CSS and Nodejs for backend

Restaurant API

[GitHub Repo](#)

- This is an API build entirely using Django Rest Framework with authentication, authorization, clearly defined user roles, catching, throttling and rate limiting to ensure a secure and efficient API. Implemented the use of libraries like Djoser library, Django debug toolbar, Pipenv for python environment, and JWT.
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PROFESSIONAL EXPERIENCE

SAVANNAH INFORMATICS | TECHNICAL SUPPORT ANALYST - (CONTRACT)

MAY 2024 – JUNE 2025

- ✓ Overseeing installation and Configuration of Savannah Informatics solutions
- ✓ Collaborate with account managers to ensure receive ongoing support and assistance and maintaining clients records in CRM
- ✓ Collaborate with Management, software developers and business analyst, relationship managers and customer experience to plan, develop, test and maintain solution that provide value to clients
- ✓ Define and track KPI for customer success such as client retention, satisfaction score
- ✓ Work with technical team, product and support team to align strategies and initiative to optimize customer satisfaction
- ✓ Account Management on assigned clients and making sure they receive ongoing support and

INFORMATION TECHNOLOGY OFFICER | ICTA - INTERNSHIP

NOVEMBER 2022- DEC 2023

- ✓ Troubleshoot hardware and software issues including desktops, laptops and printers
- ✓ Provide technical support to users including troubleshooting IT- related problems
- ✓ Ensure security of IT systems including data backup and antivirus installation
- ✓ Managed Asset Management System by updating it regularly with correct assets designation
- ✓ Managed and monitor network infrastructure including routers, switches, access points and VPN
- ✓ Setting up links for virtual court sessions and managing Web conferences

JIRANI SMART MICROFINANCE | INVENTORY MANAGER

APRIL 2021 – JUNE 2022

- ✓ Conducting regular stock takes to determine available inventory
- ✓ Studying sales numbers and forecasting future inventory needs
- ✓ Using inventory management system to track down stock levels accurately
- ✓ Collaborate with sales, purchase and other departments to ensure efficient flow of inventory
- ✓ Receive and record new stock.

EDUCATION

Bachelor of Science in Mathematics and Computer Science

Meru University

08/2016 - 12/2021

CERTIFICATIONS

- ✓ Google IT Automation with Python
- ✓ Google UX Design.
- ✓ Software Development Skills
- ✓ CCNA Completion letters
- ✓ Prince 2 Agile Project Management
- ✓ Meta Backends –