

CURRICULUM VITAE

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PERSONAL DATA

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CAREER OBJECTIVE

As a certified backend software engineer with extensive experience in quality control and team leadership, I am eager to contribute to Poa! Internet's mission of providing affordable internet access across Africa as a Field Quality Control Manager. I am committed to ensuring high-quality telecommunications installations, driving continuous improvement, and fostering a safe, efficient work environment aligned with Poa!'s We CONNECT values.

SKILLS AND ABILITIES

- **Technical Proficiency:**
 - Proficient in software development (Python, Flask, Node.js, MySQL), enabling effective management of quality control systems and data analysis.
 - Strong analytical skills, demonstrated through data-driven process optimization and validation.
 - Familiar with safety protocols and regulatory compliance in technical and field environments.
- **Quality Control and Assurance:**
 - Expertise in designing and implementing quality control procedures, reducing errors by up to 15%.
 - Skilled in auditing, process validation, and continuous improvement initiatives.
- **Leadership and Management:**
 - Proven ability to lead and coach teams of over 20 members, enhancing productivity and accountability.
 - Strong mentoring skills, fostering a culture of excellence and innovation.

- **Communication and Collaboration:**
 - Excellent verbal and written communication skills, with experience in report writing and policy development.
 - Adept at cross-functional collaboration to resolve issues and improve service quality.
 - **Attention to Detail:**
 - Meticulous in identifying defects and ensuring precision in quality inspections and data handling.
 - **Data-Driven Decision-Making:**
 - Skilled in interpreting and communicating data to drive actionable insights and process enhancements.
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EDUCATION

2023 | Certified Backend Software Engineer

African Leadership X

- Specialized in backend development, database management, and automation, providing a strong foundation for managing quality control systems in telecommunications.

2016–2021 | Bachelor of Science in Analytical Chemistry (Second Class Honors, Lower Division)

Jomo Kenyatta University of Agriculture and Technology (JKUAT), Nairobi, Kenya

- Developed analytical and problem-solving skills through rigorous laboratory work, applicable to quality control and data analysis in field services.

2015 | Certificate in Computer Systems

Zetech University, Nairobi, Kenya

- Gained foundational knowledge in computer systems, enhancing technical proficiency for IT-related roles.
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PROFESSIONAL EXPERIENCE

January 2025 – April 2025 | Operations Manager (In Charge)

Ashok Sunny Tailored Limited, Nairobi, Kenya

- Directed workshop operations for a high-end tailoring business, overseeing the production of bespoke suits for high-profile clients, including lawyers, MPs, and celebrities, ensuring alignment with stringent quality standards.

- Implemented a multi-tiered quality control system with daily inspections by team leads, weekly audits by management, and monthly comprehensive reviews, reducing defects by 10% and enhancing product reliability.
- Led a team of over 20 tailors and seamstresses, conducting bi-weekly training sessions on advanced tailoring techniques and safety protocols, increasing productivity by 12% and achieving zero workplace incidents during my tenure.
- Developed and enforced safety protocols compliant with Kenyan occupational health and safety standards, including regular maintenance of sewing machines and safe handling of cutting tools, fostering a secure work environment.
- Created a real-time inventory management system using Python and MySQL, tracking stock levels of premium fabrics (e.g., Super 100–200 wool, cashmere) and reducing inventory discrepancies by 20%, saving approximately Ksh. 50,000 monthly in waste reduction.
- Collaborated with design and management teams to streamline workflows, ensuring timely delivery of bespoke orders under tight deadlines, analogous to managing field installation schedules.
- Analyzed production data to identify bottlenecks, implementing process improvements that enhanced operational efficiency and client satisfaction.

June 2024 – December 2024 | Quality Control and Quality Assurance Analyst (In Charge)

Ashok Sunny Tailored Limited, Nairobi, Kenya

- Solely responsible for quality control operations, conducting over 100 audits monthly across production stages: fabric inspection, pattern cutting, sewing, and final fitting, ensuring compliance with premium quality standards.
- Utilized data analysis to identify recurring issues, such as inconsistent stitching patterns, and collaborated with production teams to implement standardized procedures, reducing error rates by 15%.
- Trained new hires and existing staff on quality inspection techniques and adherence to standard operating procedures (SOPs), ensuring team-wide consistency and accountability.
- Generated weekly and monthly reports detailing audit findings, trends, and actionable recommendations, enabling management to make data-driven decisions for process enhancements.
- Applied statistical process control (SPC) techniques to monitor production quality, predicting potential issues and enabling proactive corrective actions.

- Participated in cross-functional meetings with designers, procurement, and sales teams to address quality challenges, improving overall product quality and client satisfaction.

August 2020 – November 2020 | Laboratory Assistant

Jomo Kenyatta University of Agriculture and Technology (JKUAT), Nairobi, Kenya

- Assisted in research projects analyzing organic and inorganic compounds using high-performance liquid chromatography (HPLC) and other analytical instruments, ensuring precision in experimental outcomes.
- Followed standard operating procedures (SOPs) and calibrated equipment daily to maintain accuracy, contributing to reliable research results published in academic journals.
- Upheld a safe laboratory environment by adhering to strict safety protocols, including proper use of personal protective equipment (PPE) and safe disposal of chemical waste, aligning with occupational safety standards.
- Managed experimental data using SQL databases, performing queries to validate data integrity and generate reports for research papers, demonstrating strong data handling skills.
- Collaborated with senior researchers to troubleshoot experimental issues and optimize analytical methods, enhancing project efficiency and outcomes.
- Demonstrated meticulous attention to detail, critical for quality control in technical field operations like telecommunications installations.

January 2022 – December 2024 | Online Tutor (Chemistry and Software Development)

Upwork Global Inc.

- Delivered one-on-one and group tutoring in chemistry and software development, tailoring lessons to diverse student needs and improving academic performance.
- Analyzed student assessment data and feedback to adjust teaching strategies, achieving an average grade improvement of 15% among tutees.
- Taught Python programming fundamentals, including variables, loops, functions, and object-oriented programming, equipping students for backend development roles relevant to data-driven quality control systems.
- Moderated online discussion forums, fostering peer-to-peer learning and resolving conflicts, creating a collaborative and productive learning environment.
- Developed educational resources, such as coding exercises and chemistry problem sets, to enhance learning outcomes and support student engagement.
- Honed communication and analytical skills, applicable to training field staff and interpreting quality control data in a telecommunications context.

July 2022 – August 2022 | Deputy Presiding Officer

Independent Electoral and Boundaries Commission (IEBC), Kenya

- Managed field operations during the 2022 Kenyan general elections, overseeing polling stations in Nairobi to ensure smooth and compliant electoral processes.
- Ensured procedural compliance by verifying voter identities, distributing ballots, and supervising ballot counting, maintaining 100% data accuracy across over 700 ballots processed.
- Coordinated a team of seven election officials, delegating tasks and providing on-site guidance to address operational challenges, ensuring efficient polling station operations.
- Resolved logistical issues, such as equipment malfunctions and crowd management, by liaising with local authorities and technical support teams, demonstrating adaptability in dynamic field settings.
- Adhered to Occupational Safety and Health (OSH) guidelines, ensuring the safety of staff and voters during extended hours and varying weather conditions, aligning with field safety requirements.
- Compiled and submitted detailed reports on election results and irregularities, contributing to the transparency and integrity of the electoral process, showcasing report-writing skills.
- Demonstrated leadership in field environments, directly applicable to managing telecommunications installation teams.

KEY ACHIEVEMENTS

- Reduced production errors by 15% through systematic quality audits at Ashok Sunny Tailored Limited.
 - Increased team productivity by 12% via targeted training and task optimization.
 - Implemented data-driven inventory systems, cutting discrepancies by 20%.
 - Ensured 100% data accuracy in election field operations under tight deadlines.
 - Improved student performance through data-driven tutoring strategies.
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REFERENCES

Prof. Patrick Gachoki Kareru

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