

# Peter Kivevo John

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## PROFESSIONAL SUMMARY

I am a results-driven Computer Science graduate with hands-on experience in IT support, web development, and network configuration. Excelled in restoring system functionality, reducing downtime by up to 50% in real-world projects, and delivering user-focused solutions. Proficient in troubleshooting, full-stack development, and collaborative environments, seeking to leverage technical skills to optimize business operations.

## EDUCATION

### Catholic University of Eastern Africa (CUEA)

Nairobi, Kenya

*Bachelor of Science in Computer Science (Second-Class Honours)*

2019 – 2024

Acquired expertise in system design, networking, and database management through rigorous coursework.

Led academic projects involving hardware/software troubleshooting, achieving 100% on-time completion for 5+ team initiatives.

Developed proficiency in Python, Java, SQL, Windows OS, and MS Office, applying them to build scalable applications.

Designed and deployed an online bus booking system (web/mobile), supporting 50+ simulated users with seamless setup and support.

Created technical documentation for projects, improving team efficiency by 20% through clear guides and reports.

Enhanced communication and teamwork via collaborative presentations, managing deadlines across 10+ intensive assignments.

### Mukaa Boys High School

Makueni, Kenya

*Kenya Certificate of Secondary Education (KCSE, Grade: B)*

2014 – 2017

Excelled in Mathematics, Sciences, and Computer Studies, building foundational problem-solving skills.

### Nguu Academy

Makueni, Kenya

*Kenya Certificate of Primary Education (KCPE, Grade: A Minus)*

2005 – 2013

Demonstrated consistent excellence in Mathematics and Science, fostering early analytical abilities.

## WORK EXPERIENCE

### After40Hotel

Nairobi, Kenya

*IT Support / Web Developer*

August 2024 – Present

Redesigned and deployed hotel website, eliminating 6+ months of downtime and boosting page load speed by 40% for enhanced guest experience.

Configured and troubleshoot network connections across 50+ guest rooms and offices, improving reliability by 30% and reducing complaints.

Performed hardware maintenance on 20+ workstations, printers, and POS systems, extending equipment lifespan and minimizing failures by 25%.

Installed and configured CCTV and access point security systems, enhancing property safety with 24/7 monitoring capabilities.

Provided on-site technical support, resolving 15+ hardware/software issues weekly with 95% first-call resolution rate.

Documented IT procedures and created user guides, training 10+ staff members and reducing support requests by 20%.

Conducted preventive maintenance on IT infrastructure, cutting unplanned downtime by 50% over 12 months.

### Fiberlink Limited

Nairobi, Kenya

*Intern*

May 2024 – August 2024

Maintained network systems and resolved connectivity issues for 30+ clients, achieving 90% satisfaction in post-support surveys.

Assisted in Wi-Fi configurations and troubleshooting, reducing resolution time by 25% through efficient diagnostics.

Gained hands-on experience in IT infrastructure and documentation, supporting system audits for compliance.

### Freelance

Remote

*Web and Software Developer*

March 2022 – May 2024

Designed and developed 10+ responsive websites/applications, ensuring cross-device compatibility and 99% uptime.

Collaborated with clients to implement custom features, troubleshooting issues and increasing user engagement by 35%.

Delivered projects on time for 15+ clients, meeting specifications and maintaining system stability post-launch.

SKILLS

**Technical Skills:** IT Support & Troubleshooting, Hardware/Software Installation & Configuration, Preventive Maintenance.

**Networking:** Wi-Fi Setup, Connectivity Troubleshooting, LAN/WAN Concepts, Network Security.

**Programming & Web Development:** Python, PHP, JavaScript (ES6+), TypeScript, React, HTML5, CSS, TailwindCSS; Full-Stack Development, Responsive Design, Front-End/Back-End.

**Database Management:** PostgreSQL, MySQL, SQL Querying, Schema Design, Drizzle ORM, Migrations, Query Optimization.

**Tools & Technologies:** Visual Studio Code, Git/GitHub, Replit, Supabase, Neon, Node.js/Express, M-Pesa API Integration, Deployment (Netlify, Vercel, cPanel), Windows/Linux OS, Microsoft Office Suite.

**Soft Skills:** Critical Thinking, Teamwork, Time Management, Communication, Customer Service.

PROJECTS

<b>After40Hotel Website Redesign   <i>React, TypeScript, TailwindCSS, PHP, Deployment</i></b>	2024
Revamped and relaunched hotel website post-downtime, restoring reliable access for 100+ users. Improved booking flow and responsiveness by 50%, boosting overall user experience.	
<b>Online Bus Booking System   <i>Java, Spring Boot, PostgreSQL, React Native</i></b>	2025
Built a full-stack bus booking platform with integrated payments and mobile-first design. Supported 50+ test users, reducing booking time by 40% through automation and optimized workflows.	
<b>Personal Finance Tracker   <i>Python (Flask), MySQL, Chart.js</i></b>	2023
Developed a secure finance tracker with real-time analytics dashboards and reporting. Enhanced usability for daily users, ensuring accurate expense management and insights.	
<b>Farm Management Mobile App (Asmara)   <i>Android, Java</i></b>	2024
Designed and deployed mobile app for farm inventory and productivity monitoring. Integrated cloud sync, supporting 20+ farm activities with offline-first troubleshooting.	

INTERESTS

Exploring emerging technologies in IT support, networking, and cybersecurity.

Developing solutions to enhance business operations and user experience.

Building web/mobile systems for hospitality and service sectors.

Contributing to community IT projects and tech volunteering.

REFERENCES

Available upon request.