

Halkano Malise

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WORK EXPERIENCE

KENYA AIRPORT AUTHORITY

Embakasi, Kenya

ICT SERVICE DESK AGENT

Apr 2019 - Dec 2019

- Successfully closed IT Help Desk Support tickets, ensuring prompt resolution of technical issues and customer satisfaction.
- Developed time efficiency processes and tools, resulting in improved productivity and streamlined operations.
- Implemented innovative solutions as part of the quality management team, leading to enhanced service delivery and customer experience.

KENYA BROADCASTING CO-OPERATION

Nairobi, Kenya

(K.B.C)

TELECOMMUNICATIONS INSTALLER AND REPAIRER

Oct 2021 - Oct 2022

- Conducted thorough site surveys to identify coverage areas and signal strength, enabling optimal placement of telecom equipment.
- Troubled and resolved various hardware and software problems in telecom systems, minimizing downtime and ensuring smooth operations.
- Provided technical support to radio presenters and end users, ensuring seamless communication and minimizing disruptions.
- Assisted in the planning and deployment of new telecom projects, ensuring successful implementation and integration of new technologies.

Northern Box

Nairobi, Kenya

ASSISTANT JUNIOR WEB DEVELOPER VOLUNTEER TUTOR

Jan 2023 - Apr 2023

- Collaborated with the development team to design and implement software solutions using JavaScript, React, and HTML5, resulting in the creation of efficient and user-friendly web applications.
- Gathered valuable feedback from consumers regarding program functionality, leading to iterative improvements and enhanced user experience.
- Actively participated in team development meetings, contributing ideas and insights to foster a collaborative and innovative work environment.
- Acquired new skills and improved coding abilities, demonstrating continuous professional growth and adaptability.

EDUCATION

KENYATTA UNIVERSITY

Nairobi, Kenya

BSC. IN TELECOMMUNICATION AND INFORMATION ENGINEERING

Graduation Date: Jul 2021

MORINGA SCHOOL (BOOTCAMP)

Nairobi, Kenya

SOFTWARE ENGINEERING

Graduation Date: Feb 2023

LEADERSHIP EXPERIENCE

Moyale Youth

Moyale

Community Development Coordinator

Nov 2022 - Dec 2022

- Worked with community leaders and local organizations to identify needs and opportunities for improvement in the community, Led and participated in a range of initiatives aimed at promoting peace and stability,
- Provided guidance and support to young people in the community, helping them to develop their skills and to prepare for the future.
- Contributed to the overall development of the community through the initiation and implementation of programs and initiatives that aimed at improving the lives of people in the area.

SKILLS & INTERESTS

Skills: Computer Networks (TCP/IP, LAN, WAN, Wireless, IoT), Microsoft Office (Excel, Word, PowerPoint)
Programming Languages: JavaScript, HTML, CSS, React JS, Python, Ruby-on-Rails, Database

Interests: Software Engineering, Data Science, Community Development, Information Technology, Cloud Engineering