

Marlene Wamalwa

I'm a web developer with a background in tech support and a passion for creating clean, responsive websites. Builder and maintainer of two dynamic PHP/MySQL web platforms with end-to-end involvement in development, hosting, and maintenance.

Work Experience

Technical Support

Enovepay Technologies, Lavington

October 2023- Present

- Resolved technical support tickets and merchant platform issues within SLA across multiple environments.
- Investigated and resolved transaction discrepancies by querying audit logs
- Tracked mobile network downtimes and platform incidents using tools like pawapay; led merchant communication and status updates during outages.
- Escalated recurring bugs to engineering; ensured proper documentation and tracking.
- Authored FAQs and merchant help articles to streamline issue resolution and reduce ticket volume.
- Compiled weekly incident recap reports to identify recurring issues and suggest product improvements.

Projects

CREATIVES CONNECT creativesconnect.co.ke

Developer and Maintainer

A collaboration platform for Kenyan creatives to connect and organize projects. Features include:

- User registration and editable profiles
- Image uploads and real-time chat
- Admin panel for user/content moderation

Tech: PHP, MySQL, JavaScript, HTML/CSS, Truehost

CLOSET CULTURE closetculture.co.ke

Developer and Maintainer

A marketplace for users to buy and sell closet items and connect over fashion. Features include:

- User accounts, listings with images, and chat
- Admin tools for moderation and content management
- Fully self-hosted and maintained
- Tech: PHP, MySQL, JavaScript, HTML/CSS, Truehost

Contact

Nairobi
254 758 81 40 18
wamalwamarlene@gmail.com

Skills

- **Languages & Tools:** SQL, PHP, JavaScript, HTML/CSS
- **Platforms:** Truehost, pawapay, internal ticketing tools
- **Practices:** Incident tracking, bug reporting, documentation, user support
- **Other:** SLA management, user communication, process improvement

Languages

- English (Fluent)
- Kiswahili (Fluent)

Certification

- Software Development

Educational Background

Bachelor of Information Systems & Technology

United States International University
Sep 2019 - Sept 2024