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Career Summary

/ Objective

A Skilled and knowledgeable ICT person with good interpersonal skills, supportive and enthusiastic team player dedicated to streamlining, giving timely results and efficiently solving systems and network issues.

Key Skills

✓ **Communication**

Award-winning customer service skills. Deals with internal and external customers at all levels via telephone and email to ensure successful communication through active listening and thoughtful questions.

✓ **Problem Solving**

Resolves in-depth queries in a methodical manner independently and with internal and external business partners to find appropriate resolutions and efficiencies, all with a high level of quality.

✓ **Planning and Organizing:**

Refined planning and organizational skills that balance work, team support, and ad-hoc responsibilities in a timely and professional manner.

✓ **Technical skills,**

Areas of experiential knowledge are:

- SQL database with PostgreSQL, SQL Server, Tomcat Server or MySQL
- JavaScript, HTML5, CSS3
- JSP, Servlets, JPA, JDBC and Hibernate
- Knowledge of Spring MVC Framework, ORM and Testing Techniques
- IDE worked with Eclipse, Netbeans, Android Studio and Rider
- ERP using Microsoft Dynamics Navision and IDEMPIERE
- Agile methodology and Familiar with Rest Micro Services
- Network, Firewalls, Backups, Email Administration and Support

Education

Bachelor of Business and Information Technology

St. Paul's University,

January 2013- August 2016.

Attained: **Second class Honours-upper Division**

Computer Packages Certificate

PCEA Ngirine Parish College

From June 2012 - August 2012

Kenya Certificate of Secondary Education

Machakos Girls High School

From 2008 – 2011

Kenya Certificate of Primary Education

Nkubu Winner's Academy

From 2004 – 2007

Work and Experience

Software Engineer - Contract

Oct 2018 - Nov 2019

Brisk Business Solutions Limited

- Developing products in Java Language under Eclipse environment.
- Building REST web services with Spring.
- Designing and developing high-volume, low-latency applications
- Creating Form Registration for clients.
- Coding and Configuring customer's registration data with their Email Addresses.
- Doing Data Normalization for the databases
- Designing the user Interfaces
- Offering both database administration and systems Support
- Creating User documentations
- Offering Training to clients
- Developing android application and integrating them with the ERP.

Assistant IT Support-Contract

Konza Technopolis Development Authority (KoTDA)

Oct 2017 to Sep 2018

Responsibilities:

- Performing regular and systematic routine check for ICT items i.e. Peripherals, servers, workstations and network infrastructure.
- Ensuring that computer networks are secure and protected.
- Offering General IT Support Onsite/remote to the staff and Board of Directors.
- Investigating reported faults, maintaining records of faults and undertaking minor repair where necessary or contacting third part for repair.
- Troubleshooting the Network, Printers and Scanners to diagnose the issues.
- Drafting the ICT Policies and procedures to be implemented in the organization, and ensuring that ICT meets the needs of the organization.
- Ensuring that all IT Equipment's and software's have requisite warranties and licenses and access codes.
- Administering of the Anti-virus to the office computers.
- I ensured best value for ICT goods and services to be purchased by defining technical specifications.
- Ensuring there is a regular backup of the organizations data to the cloud.
- Coordinating the development of the KOTDA websites.
- Building Products Using PHP/HTML/CSS/JS and Other Front-End Technologies.
- Supporting the implemented organizations ERP system and offering training where necessary.
- Gathering and refining specifications and requirements based on technical needs.
- Providing email support for employees queries relating to the Portals and general IT access.
- Attending meetings with the stakeholders.

Software Developer***Oct 2016 to Mar 2017*****Surestep Systems and Solutions****Responsibilities:**

- Working with clients to obtain a full understanding of the proposed software's requirements.
- Preparing workflow, which is a sequence of business processes flow to complete the project within defined scope, budget and time.
- Project execution in Microsoft dynamics Navision (**ERP** Systems) by translating the functional requirements of the software into a specification for detailed design.
- Testing program with clients to ensure that they meet the requirements of the specification and that they are free of bugs.
- Preparing detailed documentation for software programs that Users can refer to if they need further understandability of the system or clarification on use.
- User training on the new system.
- Analyzing the method of transforming existing client data into a format for the new environment and loading of this data into SQL database structures.
- Production support after Go Live.
- Configuring G/Ls, payables, receivables, Inventory Accounting, profit and loss (P&L) and fixed asset management.
- Attending meetings with the client.

Systems Developer and Support - Intern***July 2016 to Sep 2016*****Surestep systems and solutions ltd.****Responsibilities:**

- Troubleshooting and analyzing business issues and clearly providing with solutions to the problems.
 - Helping in executing systems in enterprise ERP / finance systems for the clients.
 - Identifying the gap analysis for the systems.
 - Preparing End user training Documents.
 - Configuring Global settings and Enterprise structure settings.
 - Installing the ERP software on the computers.
 - Designing the websites and web portals using the IIS, bootstrap and CSS.
 - Clients support after project go-live.
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**Extra
Curriculum
Activities**

- ✓ Freelancing
- ✓ Blogging
- ✓ playing roll ball,
- ✓ Creating Technology related YouTube content.

References

Kaburu Mwirichia Director, Konza Technopolis development authority. kaburu.mwirichia@yahoo.co.uk 0721586945	Kimanthi Nyaga, ICT Officer KTDA, kimathinyaga@gmail.com 0720930635	Brian Kanyeki, Senior Developer Surestep solutions bkanyeki@gmail.com 0712988128
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