NANCY NYAWIRA MWANGI

WEB & SOFTWARE DEVELOPER | TECHNICAL SUPPORT SPECIALIST | CUSTOMER SERVICE EXPERT | OPERATIONS SPECIALIST

P 0707045881   **E** natashamwangi1@gmail.com   **A** Nairobi, Kenya

ABOUT ME

A Hands-on Software Developer and Technical Support Specialist with 5 years of experience in application development and technical support. I am innovative, enthusiastic, and have uncompromising work ethic.

WORK EXPERIENCE

Freelancer
Girls Go Geek Limited | December 2021 – Date
- Web & Application Development for clients
- Graphics Design
- SEO Optimization
- Website and Email Troubleshooting

Operations Manager
deepAfrica Limited | March 2021 - November 2021
- Investigated and resolved departmental anomalies.
- Reviewed shift reports to understand current numbers and trends.
- Spearheaded department training for appraisals of new components and products introduced in the company.
- Assisted in recruiting, hiring and training of team members.
- Delivered leadership to the team dedicated to driving ambitious targets with well-orchestrated plans.
- Implemented innovative programs to increase employee loyalty, performance and reduce turnover

Technical Lead
deepAfrica Limited | December 2019 – March 2021
- Product Ideation
- Assisted in Client and Staff Training of the company products and services
- Developed web and mobile applications for clients
- Database Configuration

EDUCATION

Jomo Kenyatta University of Agriculture an Technology
Bachelor of Science in Computer Technology | 2012 – 2015
Second Class Upper Honors

Activities & Certifications
- Participated in the IT Club
- Microsoft Application Development Training Certification
- Participated in the Women In Tech (WIT) Challenge [2013]

Chinga Girls High School
KCSE | 2008 – 2011
B Plain

Activities & Certifications
- Class Captain

KEY SKILLS
- WordPress Development
- Server Management
- Search Engine Optimization
- UI/UX Design
- Node Js, React
- Laravel
- PHP
- HTML, CSS, JavaScript
- Procedural & Object Oriented Programming
- Web Hosting Expert
- Telecommunication Skills

- Server Management & Administration
- Mail Server Administration
- IT Consultation
- Project Management.

- Java
- Figma, Adobe Illustrator
- C#

Software Developer & IT Executive
Catapult Limited | January 2019 – July 2019
- Developed web applications for clients and the company
- Server Management
- IT consultation
- Mail Server Administration
- Mobile App Development for clients and the company
- Setup Odoo (Manufacturing, Human Resource and Accounting Module) for the company

Technical Support & Web Designer
deepAfrica Limited | July 2016 – October 2018
- Developed web applications for clients
- Database Configuration
- Server Management & Administration
- Mail Server Administration
- IT Consultation
- Troubleshooting technical issues on clients sites and emails
- Trained clients on how to perform routine security maintenance to prevent website hacking an email spamming

ACHIEVEMENTS

- Launched a new product line for the company (Geonta Studios) that mainly focused on the company's innovation
- Changed the company's culture with the aim of improving productivity, reducing turnover and ensuring that the all the team members are well trained of the company's product and vision

REFERENCES

Mr. George Nyaswenta
CEO, deepAfrica Limited
+254 720 992 008

Mr. Sammy Mwalili
Lead Creative, Catapult
+254 720 563776