

Danwycliff Njoka Ndwiga

Contacts

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🌐 [LinkedIn](#)

🌐 [My Website](#)

Hard Skill

- Data analysis
- SQL, Mysql, SQLAlchemy
- python
- Business Intelligence and Analytics
- JavaScript, Pandas
- Excell
- Incident Management
- Database management
- Software Deployment
- Software integration
- Remote Support
- User Support

Soft Skill

- Detail-Oriented Analysis
- Effective Communication
- Organized and Efficient Time Manager
- Flexible and Adaptable to Change
- Team Collaboration
- Self-Motivated and Results-Oriented
- Integrity in Handling Confidential Data
- Analytical Thinking
- Reliability
- Continuous Improvement
- Issue and Resolution Tracking
- Relationship Building

Career Profile

I am an Enthusiastic and results-driven individual, attentive to details, and always on time with my assignments. A clear communicator and easy collaborator, ready to take on challenging tasks that will help me grow. I am Eager to contribute my expertise in an organization where I cannot only apply my skills in business and technology, but also continue to grow and evolve in line with the organization.

Professional Experience

KCB BANK Headquarters (KenCom) | INTERN HR – Resourcing Department

Feb 2023 – April 2023

Key responsibilities:

- Conducted data analysis to provide recommendations for process improvements.
- Supported HR processes, ensuring compliance with internal policies and regulations.
- Maintained accurate records through diligent management of physical and digital documents.
- Assisted in coordinating events and managing administrative tasks to optimize workflow.
- Facilitated new hire processes, ensuring thorough documentation and system setup.

Key Achievements:

- Improved workflow efficiency and compliance through precise administrative and data management support

LEANITY DYNAMICS AFRICA LTD IT Consultant/Support

January 2023 – June 2024

Key responsibilities:

- Increased client satisfaction by providing timely and effective troubleshooting support for various technical problems.
- Assisted organizations with ERP system upgrades, ensuring compliance with update protocols.
- Developed detailed reports, dashboards, and data visualizations to support organizational decision-making.
- Conducted business process analysis, identifying areas for improvement and operational efficiency.
- Improved team productivity with consistent communication, collaboration, and knowledge sharing among peers.
- Ensured optimal system performance and availability through continuous monitoring and proactive issue resolution

Education Background

- KABARAK UNIVERSITY
Bsc of Business Information Technology(BBIT)
Second Class (Upper Division)
Sep 2019 - April 2023
- NYANGWA BOYS HIGH SCHOOL
KCSE
2014 - 2018

Certifications

- GOOGLE CAREER CERTIFICATES
Google Data Analytics
August 2024 - September 2024
- MORINGA SCHOOL - NAIROBI
Software Development
June 2023 - Dec 2023
- APEX COLLEGE
Computer Packages (Distinction)
Dec 2018 - Feb 2019

Achievements

- | | |
|------------|--|
| 2019– 2023 | I was elected as the runners up All-rounded best student Kabarak class of 2023 |
| 2015– 2018 | Served as the Chairperson of the Christian Union,a dormitory Captain,a class representative and a club Chairperson |

- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs, and enhancements.
- Enhanced system efficiency through meticulous ERP management and support.

PERGAMON GROUP LIMITED Troubleshooting support Engineer

June 2024 – August 2024
Key responsibilities:

- Reduced software downtime by proactively identifying potential issues and providing preventive maintenance solutions.
- Facilitated smooth software transitions for clients by providing expert guidance during system migrations or upgrades.
- Strengthened cross-functional relationships with key stakeholders like developers, sales representatives, and project managers to deliver streamlined support solutions across departments.
- Delivered high-quality service by maintaining up-to-date knowledge on industry trends, technologies, and best practices.
- Enhanced customer satisfaction by promptly resolving software issues and providing professional support.
- Conducted training sessions for end-users to enhance system utilization
- Addressed client issues with custom software installations, configurations, and network troubleshooting
- Contributed to revenue growth by identifying upsell opportunities during client interactions and collaborating with sales teams on targeted campaigns.

References:

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