

GEOFREY O. ONG'ETA

Software Engineer

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[LinkedIn](#) | [Portfolio](#)

EXPERIENCE

Kenya Ports Authority

Mombasa, Kenya | Feb 2021-Apr 2021 & Oct 2022 - Dec 2022

ICT Support Specialist Attaché

- Configured and installed SAP client software on 95% of user computers assigned.
- Developed and implemented an effective maintenance routine enabling 90% job completion.
- Assisted over 500+ port users with in-person and help desk technical support.
- Provided training and guidance to KPA staff on IT systems and applications.
- Troubleshooted and resolved printer-related issues, including paper jams, connectivity problems, and print quality concerns.
- Configured and troubleshooted network components, promptly detected and resolved network failures resulting in a 20% reduction in downtime.

EDUCATION

African Leadership X (ALX)

Nairobi, Kenya

Certificate Software Engineering

May 2023 - Expected graduation: Aug, 2024

Multimedia University of Kenya

Nairobi, Kenya

Bachelors of Software Engineering

Sept 2018 - Expected graduation: Oct, 2023

Technical University of Mombasa

Mombasa, Kenya

Certificate of Bridging Mathematics

Sep 2017 - March 2018

SKILLS

Programming Languages: Java, Python, HTML 5, PHP, SQL, JavaScript, C and C++

Libraries/Frameworks: Laravel, React, Express, Node.js, Bootstrap, and Postman API

Tools /Platforms: Microsoft Office, Linux based servers, Azure AD, Apache, Docker, GitHub, and Asana

Databases: MongoDB, MySQL and PostgreSQL

CERTIFICATIONS

Google IT Support Specialization - [Coursera](#)

Issued in Aug 2022

Google Project Management - [Coursera](#)

Issued in May 2023

REFERENCES

Steven Oketch – IT Support Officer at **Kenya Ports Authority**

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Chrisantus Magembe – Project Manager at **Remmy & Sons Group.**

Contact: PO. Box 95023 80104 Mombasa, info@frostwiretechnologies.co.ke, +254737245997

Noor Hajj – Assistant IT Support Officer at **Kenya Ports Authority.**

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