

Highly motivated and passionate individual in software engineering. With a strong focus on building highly efficient and robust applications, I am excited to contribute to team goals, learn from experienced developers, and grow within a dynamic environment. My commitment to continuous learning ensures I stay adaptable and ready to tackle new challenges in the field.

## **Employment History**

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### **Interim System Administrator for Enterprise Scanning (Concurrent with NOC Role) | State of Missouri OA-ITSD | Jefferson City, MO | Jul 2024 - Current**

- Participated in training to fill in for the system administrator role, including 1:1 sessions with the former administrator before he left, as well as using documentation provided by the vendor (IBML)
- Building and testing enterprise scanning jobs to ensure robustness and reliability before running in a production environment
- Working with business analysts and project managers to understand and incorporate specific requirements into projects
- Troubleshooting issues encountered by scanning technicians at the hardware level, within the scanning software, and in the optical character recognition (OCR) software.
- Managing user and group access within scanning software to maintain secure and organized permissions
- Collaborating with the secure file transfer team to build, test, and execute scripts for document exchange with customers

### **Network Operations Technician | State of Missouri OA-ITSD | Jefferson City, MO | Sep 2023 - Current**

- Working with internet service providers and other IT staff to investigate, diagnose and resolve network disruptions and connectivity issues, minimizing downtime and maintaining smooth operations
- Developing and maintaining a web application for the NOC to automate repetitive tasks.
- Documenting incidents and troubleshooting steps, maintaining comprehensive records to assist in future analysis and performance tracking
- Monitoring network performance, analyzing system metrics to ensure optimal functionality and proactively addressing potential issues
- Presenting weekly status reports during IT staff meetings, updating team members on network performance, recent issues, and ongoing projects to ensure alignment and transparency
- Managing change calendar entries, and advising IT staff on accurate reporting of changes to ensure clear communication and minimal service disruption

### **Forensic Rehab Specialist | Fulton State Hospital | Fulton, MO | Dec 2021 - Aug 2023**

- Provided direct care and support to patients with mental health conditions, including monitoring their behavior and administering medications as prescribed
- Monitored patients' vital signs and reported any changes or concerns to medical staff
- Maintained accurate and up-to-date patient records, documenting their progress and any changes in their mental health status
- Assisted in crisis management situations, working to de-escalate potentially dangerous situations and ensure the safety of patients and staff
- Participated in ongoing training and professional development to stay up-to-date on best practices in mental health care

#### **Administrative Assistant | Nexrise Logistics – Nairobi, Kenya | Dec 2019 – Mar 2020**

- Organized and filed important documents, including contracts, invoices, and purchase orders
- Answered phones and responded to emails, providing excellent customer service and resolving issues in a timely manner
- Conducted research and compiled reports on various topics as needed by executives

#### **Education**

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##### **Arizona State University | Tempe, Arizona (Online) | March 2022 – Current (4.0 GPA)**

BS Software Engineering

Anticipated Graduation: Jun 2026

##### **Riara University | Nairobi, Kenya | January 2021 – August 2021 (3.63 GPA)**

BS Computer Science (39 credit hours)

#### **Skills**

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| ❖ Strong troubleshooting skills                       | ❖ JPA (Hibernate)  |
| ❖ Strong understanding of object-oriented programming | ❖ RESTful API design                                       |
| ❖ Strong background in Mathematics                    | ❖ HTML, CSS and JavaScript                                 |
| ❖ Strong understanding of Java language               | ❖ React  |
| ❖ Spring framework                                    | ❖ Working knowledge of PostgreSQL                          |
|   | ❖ Working knowledge of networking principles and protocols |
|   | ❖ Git  |