

SAMMY MIANO

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Male
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PROFESSIONAL SUMMARY

Dedicated tech industry professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with a strong background in cultivating positive relationships and exceeding goals. Reliable and punctual developer that efficiently handles fast-paced work. Proven willingness to take on any task to support the team and help business succeed. Offers strong interpersonal and communication abilities.

SKILLS

- Digital Design
- Web Development
- Social Media Management
- Search Engine Optimization
- Analytics and Insights
- Content Strategy

EXPERIENCE

Web Application Developer & IT Administrator February 2019 - Current **Megh Cushion Industries Limited**

- Developed, designed, tested, and debugged applications from foundational level up to full production levels.

- Created highly responsive and scalable web applications for Megh Cushion Industries' use.
- Attracted users to websites with attractive, user-friendly designs and clean code for high-performance operation.
- Enhanced applications and improved performance through testing and validations against requirements and performance standards.
- Completed new development work and updates using programming languages such as JavaScript, React, HTML, CSS and NodeJS.
- Tracked industry changes and integrated innovative techniques into creative web designs.
- Identified potential problems by proactively reviewing system logs.
- Maintained data backups and disaster recovery operations in conformance with best practices.
- Troubleshoot problems unable to be resolved by front-line IT specialists.
- Delivered top-tier technical assistance to staff, customers, and third-party organizations.
- Kept organization at the forefront of technological advances in IT Support, tracking new technologies and integrating best-fit options.
- Improved system usability by consulting with end-users to identify deficiencies and missing features.
- Protected company information with the creation of robust information security systems and effective disaster recovery plans.

Student Computer Lab Assistant January 2019 – February 2019

Karuguru Junior Tech Academy

- Kept the computer lab compliant with school policies and helped teachers standardize procedures.
- Equitably shared resources among students with use of schedules and time limits.
- Detected technical problems and use issues by proactively monitoring computer lab activities.
- Set up, configured, and optimized over 20 new workstations.
- Helped students with general computer questions and problems.
- Assisted with incorporating new technology tools and strategies for changing student and faculty needs.
- Verified appropriateness of computer internet usage through regular checks.
- Improved user performance by training each in hardware and software use.
- Oversaw daily performance of computer systems.
- Set up equipment for employee use, ensuring proper installation of cables, operating systems, and appropriate software.
- Diagnosed and resolved faults based on technical knowledge and use of pre scripted repair trees.

Junior Full Stack Developer May 2018 – August 2018 Mutch Labs

- Performed analysis, design, coding, testing, implementation, and maintenance of software solutions.
- Designed and implemented core architecture and capabilities for software from prototype to operational applications.
- Provided software development support for prototyping of analytical tools, data management, and user interfaces.
- Analyzed software requirements and provided solutions

Data Entry Specialist January 2018 – March 2018 Resolution

Insurance Kenya

- Documented Medical Insurance activities with highly accurate data entry into spreadsheets and other electronic platforms.
- Located necessary data by extracting from physical and digital sources.
- Protected confidential medical information with strict adherence to internal policies and regulations.
- Achieved daily production quotas by through effective workflow prioritization.

IT Technician January 2017 – May 2017 Resolution Insurance

Kenya

- Resolved problems with server and networking hardware with exceptional skills in hardware troubleshooting.
- Achieved maximum performance for users by guiding through day-to-day use.
- Pulled, terminated, and tested network cabling, including conduit, race ways, and modular jacks.
- Installed and configured personnel computers and peripheral computer equipment such as printers and scanners.
- Prepared equipment for employee use, including checking cables, operating systems, and software.
- Troubleshoot and resolved issues with customers' PCs and laptops.
- Installed and configured hardware, software, and drivers into Windows 10 systems.
- Delivered expert technical support to end-users by monitoring and responding to help desk tickets, phone calls, and in-person requests.
- Improved functionality of computers by installing new hardware and software.
- Set up wiring and equipment for computer systems such as CISCO multi-line telephones.

- Reduced errors and damaging behaviors through effective user training.

IT Intern August 2016 – December 2016 Resolution Insurance Kenya

- Maintained system performance and security with regular updates.
- Completed all tasks promptly and with minimal oversight.
- Kept all areas clean, organized and in line with company professional standards.
- Collaborated with team members to meet daily demands and handle challenging projects.
- Fixed problems with equipment using troubleshooting and repair abilities.
- Delivered exceptional guest relations by welcoming visitors warmly and offering immediate assistance.

EDUCATION

Dedan Kimathi University of Technology April 2017 Diploma in Information Tecnology

Pass

Kenya Methodist University December 2018 CCNA

Pass

Rware College of Accounts April 2013 CPA 1 & 2

Pass

Nyeri Baptist High School November 2012 KCSE

C+

Kagumo High School

KCSE

Snowview Academy November 2007 KCPE

387 Marks

Moi Nyeri Complex

KCPE

REFEREES

Lee Theuri I.T Administrator Megh Cushion Industries Limited

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