Laurine Praise

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Career Objective

Motivated and tech-savvy final-year student pursuing a Bachelor of Business Information Technology at Zetech University, with over two years of experience in data entry, customer service, and software development. Seeking an internship opportunity at Safaricom PLC to leverage my technical and analytical skills in a dynamic, innovative environment.

Academic Qualification

Zetech University
Ongoing
Bachelors in Business Information Technology

Digital Divide Data, Nairobi, Kenya
Soft Skills Training, March 2021

Moringa School
August 2020 - February 2021
Software Engineering, Web Development

Kariobangi North Girls Secondary School
2016 - 2019
Kenya Certificate of Secondary Education

Work Experience

- **Digital Divide Data, Nairobi, Kenya**
  Data Entry Specialist (May 2021 – May 2023)
    - Entered data from source documents into designated fields.
    - Compiled, sorted, and verified the accuracy of data before entry.
    - Identified and corrected data entry errors, reducing errors by 15%.
    - Collaborated with team members to troubleshoot and resolve data entry issues.
- **Freelance Customer Service Representative**
  (July 2023 – February 2024)
    - Managed customer inquiries and provided timely, accurate information.

- ○ Resolved customer complaints, ensuring high satisfaction levels.
- ○ Assisted in developing new customer service protocols, enhancing efficiency.

Technical Skills

- **Programming Languages & Frameworks**: Django, React, JavaScript, HTML, CSS
- **Software & Tools**: Microsoft Excel, Microsoft Office, Data Entry Tools
- **Other Skills**: Problem-solving, Team Collaboration, Data Accuracy

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Projects & Achievements

- **Data Entry Optimization Project**: Improved data entry accuracy and efficiency, reducing errors by 15%.
- **Customer Service Protocol Development**: Contributed to the creation of new customer service protocols, enhancing efficiency and customer satisfaction.

Highlighted Software Applications

Title - Delani Studio
2020
URL: https://praise-laurine.github.io/delani-studio/
- This is a website for Delani Studio showing their services and you can reach out to them by submitting a form

Title - Pizzeria
 2020
URL: https://praise-laurine.github.io/pizzeria/
- Pizzeria is a web application that allows users to order pizza of their desire online.

Interests & Hobbies

- Passionate about technology, coding, and staying updated with the latest trends.
- Reading

References

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