

PRUDENCE NALIAKA MUNYEFU

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PROFESSIONAL SUMMARY

Dynamic and motivated software developer with a strong passion for technology and a desire to learn and grow in the field. Possesses a solid foundation in computer science principles and a keen interest in exploring emerging technologies. Skilled in troubleshooting, problem-solving, and providing technical support. Proven ability to adapt to new environments and work collaboratively in team settings. Dedicated to delivering high-quality work and exceeding expectations while acquiring valuable skills and making meaningful contributions to a tech-savvy organization.

Areas of Expertise

Business Development | Product & Services Knowledge | Retailer Finance | Agent Activation & Branding | Account Management | Business Customers Training | IT Support | System Administration | Computer Hardware & Software | Web Development | Record-keeping | Debugging | Network Management | Customer Service | Windows Applications | Troubleshooting | C++ | C# | HTML | CSS | JavaScript | Python | jQuery | SQL | MySQL | MS Suite

ACADEMIC QUALIFICATIONS

Bachelor of Science in Computer Science | Kabarak University | 2021

Kenya Certificate of Secondary Education | Turkana Girls High School | 2017

WORK EXPERIENCE

WEBUYE COUNTY HOSPITAL – WEBUYE | 02/2023 – 5/2024

ICT ASSISTANT

- Design of logos and posters for various campaigns in the hospital i.e. sickle cell campaign
- Participating in the Designing of the Webuye county hospital website
- Maintenance and troubleshooting of all network and computer related issues
- Integrated security, physical control solutions for all confidential data systems
- Testing and evaluation of new technologies being implemented including M & E systems e.g. databases
- Installation and support of hardware and software systems
- Installation and configuration of Ip phones
- Identification of security gaps and provided relevant solutions
- Contributing to development IT policies and procedures.
- Ensuring the security and integrity of patient data.

KCB GROUP – KISUMU | 09/2022 – 12/2022

DIRECT SALES REPRESENTATIVE

Overall Purpose: Responsible for performing various tasks aimed at expanding the customer base, promoting KCB's products and services, and ensuring the active participation of business customers in various banking activities.

Business Development

- Identified potential business customers and recruited them into Till Number services.

Product & Services Knowledge

- Conducted branding activities to raise awareness of KCB's products and services among business clients.

Retailer Finance

- Recruited retailers who had been credit-scored and onboarded through distributors' value chains at the branch level into Retailer Finance.
- Sold loans and financial products tailored to the needs of retailers to support their businesses.

Agent Activation & Branding

- Activated dormant agents within respective branches, ensuring their engagement and participation in banking activities.
- Implemented branding initiatives to enhance the visibility and credibility of KCB's agents.

Account Management

- Opened new funded accounts for customers and connected existing accounts to Till Numbers for seamless transactions.
- Promoted the use of KCB's online wallets and recruited new customers into these digital banking solutions.

Business Customers Training

- Provided training and support to ensure that business customers were actively transacting using Till Numbers.

IT Support

- Served as the IT champion at the branch level, providing support and guidance on IT-related matters to branch staff and customers.
- Assisted in troubleshooting IT issues and ensuring the smooth functioning of IT systems and applications within the branch.

TECH KIDZ AFRICA | 09/2021 – 12/2021 ATTACHÉ

- Provided guidance and support to junior designers aged four to seventeen in front-end web design.
- Fostered a creative and collaborative environment that encouraged learning and skill development.
- Helped junior designers understand design principles, coding languages, and best practices in web development.
- Collaborated with senior team members to develop policies and procedures for the new team members.
- Assisted in creating training materials and resources to onboard new team members effectively.
- Ensured that all policies and procedures were communicated clearly and implemented consistently across the organization.
- Worked closely with the development team to design and develop the user interface of the Tech Kidz Africa website.
- Used creativity and technical skills to create engaging and user-friendly interfaces that appealed to our target audience.
- Conducted usability testing and gathered feedback to continuously improve the user experience of the website.

Notable Training

- ✓ Front-end web design with HTML5, CSS3, JavaScript and jQuery | Moringa Prep Programming Certificate

REFERENCES

Dr. Simon Kisaka

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