

REGINA WANJIRU KARIUKI

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PROFILE

I am a holder of a Bachelors of Science in Software Development, with skills in information and communication technology technologies, data analysis and software engineering. In my professional career, I have already practiced and improved such soft skills as team management, decision making, and technical support during the creation of the applications and during management of data and system optimization work. Knowledge of languages like HTML,CSS, JS, Java, Android Studio Python and C++ along with SQL, and machine learning skills along with cloud platforms and administrative tasks make it possible for me to be of significant value to both technical and administrative tasks. My leadership priorities are therefore technologically driven innovative improvement solutions aimed at improving business processes and backing sustainable development

WORK EXPERIENCE

GAO Tek Group

March 2024- July 2024(5 months)

Tech Support – Squad Leader

(Remote)

- As a technical support squad leader, my primary roles encompass organizing and coordinating team efforts, assigning tasks efficiently, and resolving escalated technical issues remotely.
- I facilitate skill development sessions, monitor service quality, and evaluate team performance while acting as a bridge between my squad and the managers

- Additionally, i ensure accurate documentation and reporting of technical issues and resolutions.

By excelling in these responsibilities, I contribute to the team's success and uphold high levels of customer satisfaction

Murang'a County Government

Department of IT

September-Dec 2023(4 months)

(Attaché)

- Having established apps both for mobile and for web, Murang'a County citizens can make direct bookings for the fees to be paid for their parking
- Collected local data, cleaned it and analyzed it to enable making of decisions and consequently improving the local governance systems
- Identified and successfully remedied hardware and software problems and thereby maintaining optimum performance of the IT systems and reducing inconceivably for the users
- Implemented and set up computer networks and the various programs used at the office, increasing the technological capability of the office as well as the efficiency of the employees

SKILLS

- Data Visualization(Python, PowerBI, Tableau,)
- Data Analysis(IDEA, ACL, Advanced Excel)
- Web Development(HTML ,CSS, JS)
- Android Studio(Java, Flutter)
- Database Management(SQL, MYSQL)
- Technical Support(Windows, Office 365)
- Operating Systems(Windows, Linux)
- MS Office Packages(Word, Excel, PowerPoint, Access, Outlook, Publisher)
- Programming languages(C++, C, Delphi)
- Soft skills(Problem Solving, Communication skills, Attention to detail,

Adaptability, Customer-focused approach, Presentation and training abilities)

EDUCATION BACKGROUND

CISCO

January 2025- April 2025

Will achieve a CCNA certificate

KCA University

Jan 2021-July 2024

Achieved a Bachelor of Science in Software Development (BSD)

Maryhill Girl's High School

Feb 2015-Nov 2018

Achieved a grade B- in my KCSE