






Denis Macharia Ndiritu

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 denisndiritu

Ambitious and detail-oriented IT professional with over one year of experience in quality assurance, software development, and customer support. Known for exceptional problem-solving skills, effective communication, and a commitment to delivering high-quality solutions. Seeking to leverage my expertise in a dynamic environment to contribute to impactful projects.

Education

Bachelor of Science in Computer Science , <i>Gretsa Univerity</i> 	05/2019 – 12/2022
Graduated with Second Class Honors, Upper Division.	Thika, Kenya
Kenya Certificate of Secondary Education (KCSE) , <i>Karima Boys' High School</i>	2015 – 2018
Attained a mean grade of B+ (67 points).	Othaya, Kenya
Kenya Certificate of Primary Education (KCPE) , <i>Mahehe Friends School</i>	01/2007 – 11/2014
Attained 389 marks (B+).	Nyeri, Kenya

Work Experience

Quality Assurance , <i>Hanmak Technologies</i>	01/2024 – 01/2025
<ul style="list-style-type: none">Developed comprehensive test plans and test cases for web applications, ensuring thorough functionality coverage.Utilized automation tools such as Selenium and XUnit to create reusable test scripts.Performed manual and automated testing to identify bugs and collaborated with development teams to resolve issues.Contributed to process improvements, enhancing the overall quality and reliability of applications.	Kenya
Customer Success Specialist , <i>Hanmak Technologies</i>	07/2023 – 01/2025
<ul style="list-style-type: none">Led the implementation of company solutions in hospitals and corporate environments, ensuring seamless integration.Provided expert support to clients via phone and email, resolving technical challenges promptly.Maintained extensive knowledge of company solutions, supporting training and onboarding initiatives.	Nairobi, Kenya

- Actively collaborated with teams to address challenges and enhance client satisfaction.

IT attache,

Jomo Kenyatta University of Agriculture and Technology ☑

01/2022 – 03/2022

Juja, Kenya

- Assisted in maintaining computer labs, troubleshooting networks, and installing software applications.
- Supported the configuration of wireless networks and provided user support services.

Marketing intern, Gretsa University ☑

09/2022 – 12/2022

Thika, Kenya

- Participated in marketing activities, including annual ASK shows, promoting university programs to potential students and clients.

Skills

Key Skills

- **Automation Testing:** Experience with Selenium and XUnit for web automation.
- **Software Testing:** Creating test plans, identifying bugs, and performing manual and automated testing.
- **Technical Support:** Troubleshooting hardware, software, and network issues; experience with remote tools like TeamViewer.
- **Customer Service:** Effective communication, issue resolution, and user training.
- **Adaptability:** Quick to learn new tools and technologies, flexible in fast-paced environments.

References

Joel Kirugu Karuri, *Scrum Master*, M-Pesa Africa
0720 656181

Neema Kemunto Omwenga, *Customer Success Lead*, Hanmak Technologies
neemakemmy66@gmail.com, 0113395554

Jacob Muhia, *Software Consultant*, Novacom Systems Ltd
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