

# CHELSEA KATHURE KIUNGA

Network Design | Data Analysis | Software Development | SQL Database Management | Python Programming |  
Network Security | IT Support | Data Visualization | Project Management | System Administration | Web Development  
| Fiber Optic Technology | Geospatial Data Analysis

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## PROFESSIONAL SUMMARY

Results-driven Telecommunications Engineer with a strong foundation in data analysis, network infrastructure, and software engineering. Demonstrated expertise in managing complex projects within high-pressure environments, enhancing network performance, and implementing innovative technical solutions. Adept at leveraging a blend of technical skills and interpersonal intelligence to deliver exceptional customer support and drive process improvements. Currently expanding software engineering competencies through specialized training, with a focus on creating scalable, user-centric solutions. Passionate about using technology to solve real-world problems and committed to continuous learning and professional growth.

## Career Strengths

- ✓ **Communication:** Skilled communicator with the ability to articulate complex technical concepts to both technical and non-technical stakeholders, ensuring clarity and fostering strong collaboration.
- ✓ **Problem-Solving:** Proficient in analyzing and resolving intricate technical challenges, leveraging innovative solutions to enhance system performance and operational efficiency.
- ✓ **Team Collaboration:** Strong team player, experienced in working effectively within diverse groups, promoting a collaborative environment to achieve common objectives and project success.
- ✓ **Adaptability:** Highly adaptable in dynamic environments, quickly learning and applying new technologies and methodologies to meet changing project demands and industry trends.
- ✓ **Time Management:** Demonstrates exceptional time management skills, adept at prioritizing tasks and managing multiple projects concurrently to meet deadlines and deliver high-quality results.

## PROFESSIONAL EXPERIENCE

**Technology Associate (Networks Department)** | November 2023 to May 2024

Safaricom Plc

Key Contributions

- ✓ Managed the acquisition of over 100 base station sites, significantly enhancing national connectivity.
- ✓ Supported the rollout of 50+ BTS sites, resulting in a 20% improvement in overall network performance.
- ✓ Ensured 99.9% uptime of OLTs by effectively collaborating with contractors and resolving connectivity issues, including increasing bandwidth for 50+ buildings.
- ✓ Delivered outstanding customer support, consistently resolving network performance and connectivity inquiries, boosting customer satisfaction.
- ✓ Handled technical procedures, including the creation and management of internal requisitions and the distribution of network infrastructure.

**Assistant Data Analyst (Geo-Spatial Department)** | January to August 2023

Rural Electrification and Renewable Energy Corporation

Key Contributions

- ✓ Achieved a 100% update of critical fields in the SAP S4 HANA system, generating accurate load center coordinates and improving data processing efficiency by 30%.
- ✓ Spearheaded the implementation of a fingerprint-based access control system, enhancing office security and reducing entry-related administrative tasks by 40%.

- ✓ Provided expert technical support, resolving 95% of hardware and software issues on first contact, significantly reducing downtime and increasing productivity.

## EDUCATION

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Bachelor of Science in Telecommunications Engineering | 2023

Kabarak University, Nakuru

### Trainings and Certifications

- ✓ Certificate in Data Analysis- Hertechtrail Academy | Completed
- ✓ Certificate in Software Engineering - Power Learn | Ongoing
- ✓ Certificate in Video Editing – Hertechtrail Academy | Ongoing
- ✓ Participated in datathons and learning sessions on data analysis - Women in Data
- ✓ Completed industry-specific training and professional development - Oracle-One Tech Program

### Software Proficiency

- ✓ Microsoft Office | PostgreSQL | Excel | Tableau | Python for Data Analysis | Seaborn

### Projects

#### Tufikiane Platform

- ✓ Led the development of a user-centric resource mapping platform designed to connect donors with beneficiaries, streamlining the donation process.
- ✓ Implemented process automation and optimization strategies, enhancing operational efficiency and improving the platform's usability.

## LANGUAGES

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- ✓ English – Proficient
  - ✓ Swahili – Native
  - ✓ German – Intermediate

## REFERENCES

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Available upon request