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# Professional Summary

Innovative and detail-oriented Business Information Technology graduate (2025) with hands-on experience in web development, e-commerce integration, and process automation. Skilled at building scalable applications, deploying dynamic websites, and leveraging AI-powered workflows to optimize business processes. Recognized for delivering efficient, user-friendly solutions that improve operational efficiency by up to 60%. Eager to contribute technical expertise and problem-solving skills in a junior developer or IT specialist role.

# Education

**Bachelor of Science in Business Information Technology**Cooperative University of Kenya, Nairobi  
Expected Graduation: 2028  
Relevant Coursework: Software Engineering, Database Management Systems, Web Technologies, E-Commerce, Systems Analysis & Design

# Core Skills

• Web Development: HTML, CSS, JavaScript, , Shopify  
• E-Commerce Platforms: Carrefour Online, Tradeline, WooCommerce, Shopify  
• Automation & AI: n8n workflows, AI Agent development, API integrations  
• Software Development: Custom app design and deployment  
• Data Management: Database administration, data processing, expert data entry  
• Business Acumen: IT-business alignment, process optimization, client needs analysis

# Projects & Experience

## 🔹 Custom E-Commerce Integration

• Built and deployed a centralized product upload system for Carrefour and Tradeline, synchronizing inventory across platforms.  
• Designed a companion management app to track pricing and stock levels, reducing manual data entry by 60%.

## 🔹 AI-Powered Customer Service Agent

• Developed an AI agent integrated with WhatsApp Business API and Gmail to manage customer support.  
• Automated request categorization, instant responses, and human escalations, improving response time and customer satisfaction.

## 🔹 Responsive Business Website

• Designed and launched a fully responsive website with service listings, blog, and contact form.  
• Increased client’s online inquiries by 30% through improved user experience and visibility.

# Additional Information

Languages: English (Fluent), Kiswahili (Fluent)  
Availability: Immediately open for full-time, part-time, or freelance roles  
Interests: Exploring automation tools, African tech innovations, open-source contributions