

STEFFI NASUMBA OMUREKA

Nairobi 00100 | +254 797988266

omurekasteffi@gmail.com | <https://www.linkedin.com/in/steffi-omureka-50>

PROFESSIONAL SUMMARY

Information Technology graduate with practical experience in front-end development, IT support, and customer service. Proficient in web design using HTML, CSS, JavaScript, and Elementor. A proactive and solutions-oriented professional with strong interpersonal communication skills, passionate about delivering effective tech solutions and dependable user support in dynamic, fast-paced environments.

EXPERIENCE

GETRUDE'S CHILDREN'S HOSPITAL - FRONT DESK MANAGEMENT-INTERN APRIL 2024– AUG 2024

- Retrieved and updated patient records and files
- Taking and ensuring messages are passed to the appropriate staff member on timely basis.
- Managed patient flow and ensured orderly access to services such as nutrition, doctor consultations, and pharmacy.
- updating records and files
- Maintaining accuracy, completeness and security for medical records and health information.
- Handled patient registration, billing charges, and appointment bookings.
- provided customer care services including giving directions, explaining treatment processes, and handling complaints professionally.

STARTAPPZ LIMITED COMPANY - INTERNSHIP APRIL 2023 – AUGUST 2023

- Created visually appealing and responsive website designs using Elementor.
- Explored Elementor's features to customize front-end layouts without the need for coding.
- Assisted in data entry, analysis, and reporting for various marketing campaigns.
- Maintained accurate records and documentation to keep stakeholders informed.

- Designed promotional flyers for Facebook using Canva to boost social media engagement.
- Sorted, organized, and managed files, spreadsheets, and reports to improve workflow efficiency.
- Supported website content updates by proofreading for grammar errors, ensuring design consistency, and troubleshooting minor layout issues.

EDUCATION

Bachelor of Science in Information Technology

KCA University - SEP 2024-PRESENT

Diploma in Information Technology

Kabarak University – January 2021 – December 2023

Certificate in Information Technology

Kabarak University – January 2020 – December 2020

Kenya Certificate of Secondary Education (K.C.S.E)

St. Cecilia Nangina Girl's High School – January 2015 – November 2018

CERTIFICATIONS - CCNAv7: Introduction to Networks

Kabarak University – 2023

TECHNICAL SKILLS

HTML • CSS • JavaScript • React (*Beginner*) • C++

ATTRIBUTES

1. Excellent written and verbal communication skills
2. Exceptional interpersonal and rapport building skills
3. Comfortable working in fast-paced, dynamic environments
4. Skilled in monitoring project progress and preparing status reports
5. Effective troubleshooting skills (basic to advanced, depending on the role)
6. Customer service expertise in accounts, sales, and technical support
7. Proficient in data collection, report writing, and documentation

REFERENCES

1. **Victor Rotich** | Lecturer, Kabarak University
Phone: +254 713 242 910 | Email: vicrotich@outlook.com | Nakuru

2. **Stella Wambui** | Project Manager, Startappz Limited
Phone: +254 703 888 513 | Email: stella@startappzke.com | Westland's, Nairobi
3. **Diane Mulatya** | Outpatient Services Manager, Gertrude's Children's Hospital
Phone: +254 723 550 404 | Email: dmulatya@gerties.org | Muthaiga, Nairobi