

STEVEN OCHIENG

CAREER OBJECTIVE

Enthusiastic Computer Science undergraduate aiming to enhance my skills and contribute to the tech industry. Eager to apply my knowledge and passion for technology in either frontend development or ICT technical support roles.

CONTACT DETAILS

Telephone contact	+254708940074
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EXPERIENCE

Technical Support Attaché, Kenyaweb.com Limited

May 2022 - Aug 2022 | Nairobi, Kenya

- Provided technical support to clients through telephone and email communication, ensuring timely resolution of software and hardware infrastructure issues.
- Troubleshoot network failures, identifying and resolving internal and external network issues to minimize downtime.
- Managed domain names, including registration, renewal, transfer, and updating records to ensure seamless accessibility of emails and websites for clients.
- Successfully managed email systems, addressing security issues, misconfigurations, and viruses to protect data integrity.
- Provided comprehensive PC support, maintenance, servicing, repair, and upgrades to ensure optimal performance.
- Trained new interns, effectively orienting them into the organizational culture and supporting one another's professional growth.

EDUCATION

BSc. Computer Science, Pwani University, Kilifi (Expected Graduation: October 2023)

26th Aug 2019 - 30th May 2023

2) Certification in Computer Proficiency, Augur Computer College, Voi - Taita Taveta

4th Jan 2019 - 7th Mar 2019

3) Secondary Education: St. Marks Secondary School, Obambo, Kisumu

20th Mar 2015 - 18th Nov 2018 (mean grade: B plain)

4) Primary Education: Buoye Primary School, Kisumu

9th Apr 2012 - 6th Nov 2014 (total score: 322/500)

PROJECT

Rent My Space | HTML, CSS, JavaScript, MYSQL, PHP

- Developed a web app that allows users to list apartments for others to book.
- Utilized stripe payment integration for convenient booking transactions.
- GitHub: <https://github.com/stevencodeblooded/rentmyspaceproject>

ACHIEVEMENTS

- Received positive feedback from clients and colleagues during my industrial attachment at Kenyaweb.com Limited for providing exceptional customer service and technical assistance
- Engaged as a volunteer at Augur Computer College, where I provided extensive training in computer networking, Operating Systems, and group projects to new students.

TECHNICAL SKILLS

- **Languages:** JavaScript, PHP, HTML
- **Framework:** ReactJS
- **Database:** MYSQL
- **Curriculum:** Data structure and algorithm, Computer Network and Security, DBMS, OS
- **Tools:** Visual Studio, Git, GitHub

REFEREES

Dr. Leonard Kiti Alii - COD, Department of Computer Science, Pwani University
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Ms. Caren Nangami - Assistant Systems and Network Administrator, Kenyaweb.com Limited
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