

# STEVEN OCHIENG

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## Skills

- HTML5 | CSS3 | JavaScript (ES6+) | Node | Express | React.js | Bootstrap | Tailwind CSS | Redux | MongoDB | Git | Next.js
- RESTful APIs | Fetch API | Axios | Chrome DevTools | Firefox Developer Tools | Media queries | Flexbox | Grid layout
- Remote Desktop Tools | Zoom | Cross-Browser Compatibility | English, Kiswahili – *All professional proficiency or above*

## Experience

### Volunteer Internship

#### Smart Personnel Consultants

Upperhill, Nairobi 07/2023 - 09/2023

- Collaborated on designing and developing the firm's website to enhance user experience and brand accessibility, which included ensuring the website's technical functionality, user-friendly navigation, and optimal performance..
- Provided technical support for website-related issues, assisting the organization with troubleshooting problems, addressing technical glitches, and optimizing the site's performance
- Performed data entry, registration, and documentation of intern's credentials using digital tools and databases, ensuring the accuracy and security of sensitive information, which is a crucial aspect of technical support in maintaining data integrity.
- Managed administrative tasks such as photocopying, scanning, and organizing digital files.

### Technical Support Attaché

#### Kenyaweb.com Limited

CBD, Nairobi 05/2022 - 08/2022

- Provided technical support to over 20 clients via telephone and email communication, resolving an average of 15 software and hardware infrastructure issues weekly.
- Efficiently troubleshoot network failures, identifying and resolving both internal and external network issues, resulting in a 20% reduction in network downtime for clients.
- Managed domain names, including registration, renewal, transfer, and updating records for over 15 clients, ensuring seamless accessibility of emails and websites.
- Successfully maintained email systems, addressing security issues, misconfiguration, and viruses, enhancing data integrity and minimizing email-related incidents.
- Conducted comprehensive PC support, including maintenance, servicing, repair, and upgrades for 10+ clients' systems, resulting in improved overall system performance.

## Education

### Bachelor of Science

#### Pwani University

Pwani, Kilifi 08/2019 - 05/2023

- Major in Computer Science

## Certificate

### Microsoft Office Packages

#### Augur Computer College

Taita Taveta 01/2019 - 03/2019

- Microsoft Word | Excel | PowerPoint | Outlook | Access | OneNote | Publisher | Teams

## Projects

- **SMS Savant:** Implemented React.js and Tailwind CSS to design an intuitive multi webpage with clear navigation and visually appealing elements. [Live Preview](#)
- **Northman Law Firm:** Merged professionalism and visual allure to effectively portray the firm's identity and legal services. Developed with React.js and Tailwind CSS, the site delivers a seamless user experience. [Live Preview](#)
- **Rent My Space:** A full stack web app enabling hosts to list their apartments, granting travelers seamless booking access using stripe payment gateway. [Live Preview](#)
- **Share Places Online:** MERN stack web application, facilitates users in sharing favorite places online for public viewing. [Live Preview](#)
- **Pension Atrium:** Designed an elegant and intuitive frontend, a booking accommodations venture, incorporating React JS, TypeScript and Tailwind CSS to elevate user experience in Trutnov's prime and budget-friendly locale near the historical center. [Live Preview](#)
- **OrganizeHR:** Created the UI for Organize HR, a human resources company, utilizing React.js, CSS, and Firebase for seamless and efficient development. [Live Preview](#)

## Others

- **IT Support:** PC Support and Repair | Network Troubleshooting | Administrative Tasks | Domain Management | Email System Admin.
- **IT Security:** Computer Networking | Operating Systems
- **Content Management Systems (CMS):** Experience integrating and working with CMS system like WordPress