

# STEVEN OCHIENG

## CAREER OBJECTIVE

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Passionate and detail-oriented Front-End Web Developer with expertise in HTML, CSS, and JavaScript. Proven ability to create responsive and user-friendly websites through personal project work. A detail-oriented professional dedicated to delivering high-quality results.

## CONTACT DETAILS

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Telephone contact	+254708940074
City	Nairobi, 00200, Kenya
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LinkedIn	<a href="https://www.linkedin.com/in/stevenochieng/">https://www.linkedin.com/in/stevenochieng/</a>
GitHub	<a href="https://github.com/stevencodeblooded">https://github.com/stevencodeblooded</a>
Portfolio	<a href="https://stevencodeblooded.netlify.app">https://stevencodeblooded.netlify.app</a>

## EXPERIENCE

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### Technical Support Attaché, Kenyaweb.com Limited

May 23rd, 2022 - Aug 31, 2022 | Nairobi, Kenya

- Provided technical support to over 20 clients via telephone and email communication, resolving an average of 15 software and hardware infrastructure issues weekly.
- Efficiently troubleshooted 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.

### Volunteer, Smart Personnel Consultants

July 10th, 2023 - September 29th, 2023 | Nairobi, Kenya

- 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.

## EDUCATION

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1) **BSc. Computer Science**, Pwani University, Kilifi (26th Aug 2019 - 30th May 2023)

**2) Certification in Microsoft Office Packages,** Augur Computer College, Voi - Taita  
Taveta 4th Jan 2019 - 7th Mar 2019

## PROJECTS

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### **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.
- Live website: <https://rentmyspacewebsite.000webhostapp.com>

### **OrganizeHR** | React, Firebase

- Developing a comprehensive HR management application, 'OrganizeHR,' optimizing HR processes and user experience.
- Live Website: <https://organizehr.netlify.app>

## ACHIEVEMENTS

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- Received positive feedback from clients and colleagues during my industrial attachment at Kenyaweb.com Limited for providing exceptional customer service and technical assistance.
- Web Development and Programming Improvement: Continuously enhancing my web development and programming skills, with a focus on creating websites and web apps.

## TECHNICAL SKILLS

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- **IT Support:** PC Support and Repair, Network Troubleshooting, Administrative Tasks
- **Infrastructure and Systems Management:** Domain Management, Email System Admin.
- **IT Security:** Computer Network Security and Operating Systems
- **Backup and Recovery:** Proper Documentation, Data Backup and Restoration Procedures
- **Tools and Version Control:** Visual Studio, Remote Desktop Tools, Zoom, Git, GitHub

## REFEREES

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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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