

# **TERESIA WABUYAKA ALUOCH**

Po Box 20094-00200, Ruben Centre

Nairobi, Kenya

Phone: (+254) 0723-338-827

Email: **teresianne@gmail.com**

## **CAREER OBJECTIVES**

A committed Software Developer both Front-End and Back-End, looking for a rewarding career in the Information Technology sector. Highly focused with a comprehensive knowledge of designing and developing the layout, visual appearance and usability of a website and applications. Eager to learn, easy going by nature and able to get along with both work colleagues and senior managers. Currently looking for a suitable web and software developer position with a progressive employer.

## **EDUCATION BACKGROUND**

- August 2022- August 2023:** Technology for Social Change and Development Initiative(Tech4Dev)  
Certificate in Software Development - BackEnd
- May 2016- December 2017:** Nairobis School of Digital Design  
Diploma in Software Developmet- FrontEnd
- March 2014- November 2015:** Lords Meade Vocational College  
Uganda Advanced Certificate of Education (UACE)
- January 2014- March 2014:** NIEC Computer College  
Certificate in Basic Computer Skills
- February 2010- November 2013:** St. Ann Secondary School  
Uganda Certificate of Education (UCE)

## **PROFESSIONAL DEVELOPMENT**

- September 2022- October 2022:** Coursera – Meta  
Introduction to Back- End Development
- November 2019- December 2019:** Generation Kenya  
Customer Service Training
- 14<sup>th</sup>-18<sup>th</sup> November 2016:** Action Aid Kenya, Global Platform  
Leadership and Advocacy Training
- March 2014- November 2015:** Educate Organization  
Entrepreneurship and Leadership Training

## **WORK EXPERIENCE**

### **June 2021- Up to date: Digital Media Sacco**

#### Customer Care Representative

- Responding promptly to customer inquiries.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Communicating and coordinating with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer support.
- Attend to customers on live chat, Tidio and marketing the company's product.

### **June 2019 - December 2022: U-Tena Youth Organization**

#### **A LOT CHANGE 3 PROJECT – MENTOR**

Through U-TENA youth organization I engaged on mentorship to form two students by offering homework support (academically) and empower them with soft skills to enable them tackle life issues as peer influence, decision making among others.

#### **RISE PROJECT – MENTOR**

Engaged with mentees for focus group discussion (FGD) on issues they face in the community. Also had one on one sessions with mentee who were in extreme cases and need more support that is psychological.

January 2021: Participated in mentors training on problem Management plus (PM+) endorsed by WHO

October 2020: Engaged in submitting questionnaire to the targeted adolescents for the Rise Project in Viwandani slums.

#### **CHUKUA SELFIE PROJECT – PEER EDUCATOR**

Worked for U-Tena youth organization in the distribution of HIV self-test to the community mostly targeting men between the ages of 20-34 years.

Attended meetings and trainings about “Chukua Selfie project” where I learnt and shared knowledge about HIV/AIDS Prevention, Care and Treatment including offering counseling to clients. Mentor/ Counselor

### **November 2019- May 2020: SafetyPlus Consulting Limited - Internship, ICT and Marketing**

- Developing quotes and proposals for clients as well as researching for business opportunities and viable income streams
- Finding and developing new markets and improving sales as well as increasing client base
- Contacting potential clients to establish rapport and pursue business

- Developing goals for the development team and business growth and ensuring they are met.
- Provided daily/weekly reports to the Business Development Manager on successes and areas needing improvement

## **ROLES PLAYED**

- Took part in journey management consulting for Roy transporters.
- Participated as deputy personnel in the ACRTA Awards committee from its inception, nominations, voting, and awards, thus creating road safety awareness through the promotion of local talents.

### **January 2018- December 2018: St. Vincent de Paul Charity Program**

#### **Volunteer – Office Admin**

- Received visitors at the reception and offered them help.
- Received calls on behalf of the management and responded to queries from clients.
- Updated organization's data and managed social media accounts for the organization.
- Designed posters, brochures and business cards for the staff at the organization.

### **September 2017- December 2017: Millennium Media Services Limited**

#### **Social Media Manager - Attachment**

- Responded to emails and picked clients' calls on behalf of the radio.
- Replied to comments and enquiries from social media followers.
- Tested the website and identified any technical problems and rectified.

### **January 2017 - November 2017: Jose Cyber Café**

#### **Cyber Attendant**

- Attend to the needs of about 10-30 customers in a day.
- Offered food and beverages to add comfort to customer's internet surfing activity.
- Printed, data encoded, and solved internet problems encountered by customers.

### **June 2016- December 2016: Redbone Clark Logistics Center**

#### **Sales Representative**

- Advertised and sold goods for the company to increase sales.
- Gave clients more information about goods on market and made them easily accessible.

## **ACHIEVEMENTS**

- Certificate for successful completion of the World Starts With Me (WSWM) program on ICT
- Certificate for successful completion of two years course in Entrepreneurship and Leadership
- Head Liturgy Prefect in high school.
- Certificate for active participation in Patriotism Development camp in High School.
- School Assistant head girl in high school.
- Kept record of the company's daily sales.

## **KEY SKILLS AND COMPETENCIES**

- Can multi-task effectively, pay attention to detail and meet tight deadlines.
- Microsoft Office (Word, Excel, Power point)
- Strong Leadership and Management skills
- Can communicate effectively with clients to understand their requirements.
- Can explain technical issues clearly to non-technical colleagues and clients.
- Interpersonal skills.
- Decision making skills

## **HOBBIES AND INTERESTS**

- Internet researching
- Adventure
- Artistic activities such as graphic design
- Volunteerism
- Community service
- Outdoor activities

## **REFEREES**

Mr. Peter Mokaya

Director, U – Tena Youth Organization

**Email:** pmokaya@u-tena.org

**Cell:** 0724842459

Erick Wakari

Instructor - Generation Kenya

**Email:** [erick@generation.org](mailto:erick@generation.org)

**Cell:** 0708185266

Brian Kimani

Trainer - Nairobis School of Digital Design

**Email:** brian@nairobis.com

**Cell:** 0706878770

Hellen Adhiambo

Trainer, Ruben Vocational Training Center

**Email:** adhiambohellen89@yahoo.com

**Cell:** 0724678922