

# TERESIA WABUYAKA ALUOCH

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## PROFESSIONAL SUMMARY

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.

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## EXPERIENCE

**Customer Care Representative, 06/2021 - 12/2022**

**Digital Media Sacco - NAIROBI, KENYA**

- Responded promptly to customer inquiries.
- Maintained a positive, empathetic, and professional attitude toward customers at all times.
- Kept records of customer interactions, transactions, comments, and complaints.
- Maintained a positive, empathetic, and professional attitude toward customers at all times.
- Communicated and coordinated with colleagues as necessary.
- Ensured customer satisfaction and provide professional customer support.
- Attended to customers on live chat, Tidio and marketing the company's product.
- Used an empathetic and friendly tone when dealing with customer issues and complaints, helping to defuse conflicts and maintain customer satisfaction.

**ICT and Marketing, 11/2019 - 05/2020**

**SafetyPlus Consulting Limited - NAIROBI, KENYA**

- Developed quotes and proposals for clients as well as researching for business opportunities and viable income streams
- Found and developed new markets and improving sales as well as increasing client base
- Contacted potential clients to establish rapport and pursue business
- Developed 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.



## CONTACT

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**Phone:** 0723-338-827

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## CORE QUALIFICATIONS

- 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
- JavaScript
- Software applications
- HTML and XML
- PHP

- 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.

#### **Volunteer - Office Admin, 01/2018 - 12/2018**

##### **St. Vincent de Paul Charity Program**

- 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.

#### **Social Media Manager, 09/2017 - 12/2017**

##### **Millennium Media Services Limited**

- 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.

#### **Cyber Attendant, 01/2017 - 11/2017**

##### **Jose Cyber Café**

- 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.

#### **Sales Representative, 06/2016 - 12/2016**

##### **Redbone Clark Logistics Center**

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

#### **Counselor, 01/2021**

- Participated in mentors training on problem Management plus (PM+) endorsed by WHO

#### **PEER EDUCATOR, 10/2020**

##### **CHUKUA SELFIE**

- Engaged in submitting questionnaire to the targeted adolescents for the Rise Project in
  - Viwandani slums
  - 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/
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## EDUCATION

**Certificate in Software Development - BackEnd, August 2023**

**Tech4Dev** - Lagos, Nigeria

**Coursera - Meta Programming in Python, February 2023**

**Coursera - Meta Introduction to Back- End Development, October 2022**

**Diploma, Software Developmet- FrontEnd, December 2017**

**Nairobits School of Digital Design**

**Certificate in Basic Computer Skills, March 2014**

**NIEC Computer College**

**Generation Kenya Customer Service Training 14th-18th, December 2019**

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## REFERENCES

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 Cell: 0708185266 Brian Kimani Trainer - Nairobits School of Digital Design Email: brian@nairobits.com Cell: 0706878770 Hellen Adhiambo Trainer, Ruben Vocational Training Center Email: adhiambohellen89@yahoo.com Cell: 0724678922

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## INTERESTS

HOBBIES AND INTERESTS , Internet researching Adventure Artistic activities such as graphic design Volunteerism Community service Outdoor activities