PERSONAL DETAILS

NAME   :   JOSEPH OTIENO ONDUSO
GENDER   :   MALE
D.O.B   :   22 APRIL, 2006
LOCATION   :   NAIROBI,KENYA
ID No :
PHONE No   :   0794 863 114
EMAIL   :   ootieno224@gmail.com
PORTFOLIO   :   zagadou.netlify.app

TECHNICAL SKILLS

Responsive Web Design.
Computer Hardware & Software Support.
Internet & Email Configuration.
Data Entry & Fast Typing.
Basic Networking.
Record Keeping.
Troubleshooting.

SOFT SKILLS

Customer Service Excellence
Communication Skills
Problem Solving
Time Management
Attention to Detail
Ability to Learn Quickly

REFEREES

1.   Austin Ochieng
      Swimming Coach
      Tel: 0794 802 814

2.   Alphonse Okelo
      IT Engineer
      Tel: 718 603047

PROFESSIONAL SUMMARY

Motivated and detail oriented IT and Web Development enthusiast with over 6 years of experience working in customer facing technical environments. Skilled in computer operations, data entry, customer support, web development. Experienced in assisting users with digital services, troubleshooting common computer issues, and delivering efficient customer service in fast paced settings. Passionate about continuous learning and building a career in technology.

EDUCATION BACKGROUND

2022-To date   :   Full-Stack Web Development (Self-Learning & Online Training)
                     W3Schools, YouTube, Scrimba, Great lean etc
                     Web developing Certificate. **(Freelancer)**

2021 – 2025   :   St. Teresa's Boys
                     Kenya Certificate of Secondary Education (KCSE)

2012 – 2020   :   Mathare North Primary School
                     Kenya Certificate of Primary Education (KCPE)

WORK EXPERIENCE

2019 – To date   : Cyber Cafe Assistant

- Provided technical assistance to users accessing web platforms, online systems, and digital services

- Assisted clients with online applications, email setup, document formatting, and data entry with high accuracy

- Troubleshot browser, internet connectivity, and basic system issues to ensure smooth user experience

- Provided daily technical support for computer usage, printing, scanning, and file uploads/downloads

- Managed multiple customer requests simultaneously in a high-traffic environment while maintaining service quality

- Maintained computer systems and workstations, ensuring smooth operation and minimal downtime

PROJECTS LINKS

https://zagadou.netlify.app/

ACHIEVEMENTS

Designed and developed responsive websites using **HTML, CSS, and JavaScript**, improving usability across desktop and mobile devices

Improved website performance and layout consistency through debugging, testing, and code optimization

Translated design ideas into working web pages with clean, maintainable code

Built strong customer trust through reliable support and clear communication

Assisted hundreds of users with online applications, document processing, and digital services with high accuracy

Improved customer satisfaction by delivering fast, accurate, and polite technical support in a high-traffic environment