

ZAKAYO KAGUNDA		PROFILE SUMMARY	
Contact		Dedicated and results driven ICT professional with experience in web development, ICT and sales. Adept in building and maintaining websites and web applications using programming, design tools and languages such as HTML, CSS, Python and JavaScript, managing sales team, setting and achieving sales target, maintaining customer relationships, resolving client's, promoting company products consistently exceeding sales targets smart and implementing effective customer follow-up systems . Looking for a position that will utilize my exemplary experience and skills towards business growth.	
Address			
Nairobi Kenya			
Phone			
0795536961			
E-mail			
zachndungu861@gmail.com			
		Work History	
Skills			
MS Office Suite	Jan-Apr 2022	WEB DEVELOPER- HOSTKRAFT LIMITED <ul style="list-style-type: none"> Developed E-Commerce websites for marketing organizations using WordPress. Conducted regular software testing and maintenance. Designing user interfaces and navigation menus. Wrote and reviewed code for sites, typically HTML, XML, or JavaScript. Integrated multimedia content onto a site. Tested web applications. Trouble shoot problems with performance or user experience. Collaborating with designers, developers, and stakeholders 	
Communication	Aug 2021 –	ICT TECHNICIAN INTERN - KAITHERI COUNTY POLYTECHNIC <ul style="list-style-type: none"> Maintained aspects of the network alongside the external ICT support. Maintained Active Directory ensuring that all users have their user names and Liaised with ICT Co-coordinator to develop the ICT strategy for the school. Supported and implemented any ICT related projects to modernize and develop ICT. Ensured that all the computers, laptops, printers, interactive whiteboards, audio and other ICT hardware are working to their maximum potential Ensured that all problems are fixed quickly and efficiently. Provided front line technical support to all staff and children for all computer related problems. Advised and supported the ICT Co-coordinator, to teachers and support staff on how ICT can support the curriculum. Stayed updated with ICT future developments and advise on future projects. Managed WAN network ensuring that all mobile devices are fit for purpose. Provided ICT training alongside the ICT Co-coordinator to all staff as and when required. Ensured that all computers are complete with the schools software suite. Maintained a database of all software licenses ensuring that all software is licensed. Maintained the equipment register for all ICT equipment. Maintained an accurate register of all internet and photo permission forms. Planned ICT Hardware refresh to ensure that all computer hardware are kept up to date and meets ICT needs. Acted as administrator of all domain users and e-mail accounts. 	
Server Network maintenance	Dec 2021		
Detail oriented			
Business savvy			
E-Commerce			
Compliance			
Inventory keeping			
Organization			
Team management			
Interpersonal			
Verbal and written communication			
Planning and Coordination			
Teambuilding	Apr 2022- Dec 2023	SALES/GROWTH REPRESENTATIVE - WASOKO <ul style="list-style-type: none"> Managed sales and distribution of wholesale products ordered online to supermarkets, shops and kiosks. Developed and implemented a sales strategy to meet or exceed sales targets and increase customer base. Built strong relationships with potential and existing customers to ensure customer satisfaction and retention. Conducted in-person sales pitches and presentations to educate potential customers on our products and services. Conducted product demonstrations and provide technical support to customers as needed. 	
Problem-solving			

- o Liaised with the marketing team to develop marketing materials and campaigns to support sales efforts.
- o Coordinated with internal teams to ensure smooth onboarding of new customers and provide ongoing support as needed.
- o Gathered and analyzed data from customers to identify areas for improvement and suggest product and service enhancements.
- o Kept up-to-date with industry trends, competition, and market changes to inform sales strategies

LOAN OFFICER – JAZA CAPITAL

Jan 2024-

PRESENT

- o Evaluated loan applications to determine eligibility and financial status.
- o Assessed creditworthiness and risk of potential borrowers.
- o Guided clients through the loan application process, explaining options and requirements.
- o Prepared and reviewed loan documentation in compliance with regulatory standards.
- o Negotiated loan terms and conditions with clients.
- o Collaborated with underwriters to secure necessary documentation and approvals.
- o Maintained updated knowledge of lending products, regulations, and market trends.
- o Ensured timely processing and closing of approved loans.
- o Resolved customer inquiries and concerns regarding loan products.
- o Achieved and exceeded monthly sales targets through effective client relationship management.

Education

2020-current **CERTIFICATION IN PYTHON PROGRAMMING**

Institute of Advanced Technology

2017-2022 **Bachelor of Business Information Technology**

Kirinyaga University(Second class honours, upper division)

2013-2016 **KENYA CERTIFICATE OF SECONDARY EDUCATION**

Molo Academy Boys

Referees

1.Evalyne Nyawira

Head ICT, Kaitheri Polytechnic
evamwangi.mwangi@gmail.com
0725766226

2.Cyprine Mukonja

Team Leader, WASOKO, Thika Branch
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0743157113.

3.Joseph Waweru

Founder, Hostkraft Limited
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0702508131.

4.ANASTACIA WANGECI

HR. JAZA CAPITAL
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