

PROFILE SUMMARY

Results-driven IT Professional with a Bachelor of Science in Mathematics and Computer Science and hands-on experience in software development, automation, IT support, and digital marketing. Skilled in developing web and Android applications, implementing automation solutions, and optimizing digital platforms to improve organizational efficiency and visibility. Proven track record of enhancing system performance, reducing manual processes by over 90%, and driving user engagement through SEO and targeted digital campaigns. Adept at database management, system integration, and cross-functional collaboration, with strong problem-solving and analytical skills. Seeking to leverage technical expertise and innovative solutions to support business growth and operational excellence.

KEY COMPETENCIES

- Software Development (Web & Mobile Applications: HTML, CSS, JavaScript, PHP, Java, Kotlin)
 - Automation & Scripting (Python, System Integration, Workflow Optimization)
 - Database Management (MySQL, MongoDB, Data Entry & Processing)
 - IT Support & Systems Administration (Troubleshooting, End-User Support, Process Improvement)
- Digital Marketing (SEO, Social Media Campaigns, Email Marketing Tools such as Kit)
 - Graphic Design & Content Creation (Adobe Photoshop, Branding, Digital Assets)
 - Data Analysis & Reporting (Statistical Tools, Visualization, Performance Tracking)
 - Communication, Collaboration & Stakeholder Engagement

MAJOR ACCOMPLISHMENTS

- Streamlined certificate generation and sharing** by developing an automated system that improved operational efficiency by **90%**, reducing turnaround time and errors.
- Increased client lead conversion rates** by implementing an automated call and SMS system, significantly reducing manual workload for the sales team.
- Boosted organizational digital presence** by launching and managing Cygnus’ first **email marketing and social media campaigns**, improving customer engagement and service reach.
- Optimized company website and digital platforms**, increasing **web traffic and service accessibility** while enhancing brand visibility.
- Developed a digital leave application system** at Milimani Law Courts, automating HR processes and improving internal workflow efficiency.
- Successfully supported ICT operations** and provided technical support during Kenya’s **2022 General Elections**, ensuring accuracy in voter registration and ballot procedures.

CAREER HIGHLIGHTS

IT & Digital Systems Developer
Cygnus Safety Consulting Ltd | Jan 2024 – Present

In this role, I lead the development, automation, and optimization of IT and digital systems to enhance efficiency, streamline workflows, and strengthen the company’s digital presence.

Key Contributions:

- Designed and deployed **automated certificate generation and sharing systems**, improving efficiency by **90%**.
- Implemented an **automated call and SMS communication system** that improved lead conversion and reduced manual workload.
- Launched and managed the company’s **first email marketing campaigns**, increasing client engagement and visibility.
- Enhanced **website functionality and SEO**, boosting online traffic and accessibility of services.

- Supported cross-functional teams with **IT solutions and system integration**, improving service delivery.

ICT & Data Entry Intern

Milimani Law Courts | Apr 2022 – Jun 2022

Provided ICT support, data entry, and digital system development to improve operational workflows within the judiciary.

Key Contributions:

- Performed ICT support services including troubleshooting, data entry, and user assistance.
- Developed a digital leave application system, automating HR processes and reducing paperwork.
- Assisted in maintaining court ICT systems for improved data management and accuracy.
- Supported staff with system operations and technical queries, ensuring smooth workflows.

Clerk (Temporary Staff)

Independent Electoral and Boundaries Commission (IEBC) | Aug 2022 – Sep 2022

Contributed to the successful execution of the 2022 General Elections by providing data handling, voter management, and ICT support.

Key Contributions:

- Handled **voter registration and ballot verification procedures**, ensuring compliance with election guidelines.
- Provided **ICT and data entry support** during election operations to maintain accurate records.
- Assisted in managing **electoral materials and documentation**, supporting transparent processes.
- Delivered **customer service support** to voters, resolving issues promptly during the election period.

ACADEMIC QUALIFICATIONS

- BSc. Mathematics and Computer Science, Meru University of Science and Technology (2018 – 2022)

REFEREES

Available Upon Request