

NANCY NYAWIRA MWANGI

WEB & SOFTWARE DEVELOPER | TECHNICAL SUPPORT
SPECIALIST | CUSTOMER SERVICE EXPERT |
OPERATIONS SPECIALIST

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Nairobi, Kenya

ABOUT ME

A Hands-on Software Developer and Technical Support Specialist with 5 years of experience in application development and technical support. I am innovative, enthusiastic, and have uncompromising work ethic.

WORK EXPERIENCE

Freelancer

Girls Go Geek Limited | December 2021 – Date

- Web & Mobile Application Development for clients
- Graphics Design
- SEO Optimization
- Website and Email Troubleshooting
- IT Consultation (Page Agency Kenya)
- Code Training (VevetHub Consultancy)

Languages: Laravel, Kotlin, MySQL, MongoDB

Operations Manager

deepAfrica Limited | March 2021 - November 2021

- Investigated and resolved departmental anomalies.
- Reviewed shift reports to understand current numbers and trends.
- Spearheaded department training for appraisals of new components and products introduced in the company.
- Assisted in recruiting, hiring and training of team members.
- Delivered leadership to the team dedicated to driving ambitious targets with well-orchestrated plans.
- Implemented innovative programs to increase employee loyalty, performance and reduce turnover

EDUCATION

Jomo Kenyatta University of Agriculture and Technology

Bachelor of Science in Computer Technology | 2012 – 2015
Second Class Upper Honors

Activities & Certifications

- Participated in the IT Club
- Microsoft Application Development Training Certification
- Participated in the Women In Tech (WIT) Challenge [2013]

Chinga Girls High School

KCSE | 2008 – 2011
B Plain

Activities & Certifications

- Class Captain

KEY SKILLS

- WordPress Development (Theme and Plugin Development)
- Server Management
- Search Engine Optimization
- UI/UX Design
- Node Js, React
- Laravel
- PHP, Python
- HTML, CSS, JavaScript

Technical Lead

deepAfrica Limited | December 2019 – March 2021

- Product Ideation
- Assisted in Client and Staff Training of the company products and services
- Developed web and mobile applications for clients
- Database Configuration
- Server Management & Administration
- Mail Server Administration
- IT Consultation
- Project Management.

Languages: Kotlin, Java, MySQL, MongoDB, WordPress, Drupal, Joomla

Software Developer & IT Executive

Catapult Limited | January 2019 – July 2019

- Developed web applications for clients and the company
- Server Management
- IT consultation
- Mail Server Administration
- Mobile App Development for clients and the company
- Setup Odoo (Manufacturing, Human Resource and Accounting Module) for the company

Languages: Laravel, Python

Technical Support & Web Designer

deepAfrica Limited | July 2016 – October 2018

- Developed web applications for clients
- Database Configuration
- Server Management & Administration
- Mail Server Administration
- IT Consultation
- Troubleshooting technical issues on clients sites and emails
- Trained clients on how to perform routine security maintenance to prevent website hacking an email spamming

ACHIEVEMENTS

- Launched a new product line for the company (Geonta Studios) that mainly focused on the company's innovation
- Changed the company's culture with the aim of improving productivity, reducing turnover and ensuring that the all the team members are well trained of the company's product and vision

- Procedural & Object Oriented Programming
- Web Hosting Expert
- Telecommunication Skills
- Java
- Figma, Adobe Illustrator
- C#

REFERENCES

Mr. George Nyaswenta
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