HOPE YUNIA WASONGA

Email: hopeyunia@gmail.com ; Cell: (254) 769 100633 GitHub Link : github.com/hope-24.ai

PROFESSIONAL PROFILE

Motivated and adaptable IT specialist and software engineering trainee, having successfully completed coursework at Moringa School and awaiting graduation. Experience in technical support, data management, customer service and administrative assistance across government, academic, and retail environments. Skilled in troubleshooting hardware and software issues, maintaining IT systems, and creating organized digital records. Known for meeting tight deadlines, working collaboratively, and applying problem-solving skills with professionalism and attention to detail.

SKILLS AND COMPETENCIES

- Hardware and software troubleshooting.
- Installation, configuration, and maintenance of IT systems.
- Data entry, database management, and digital record organization.
- Familiarity with design tools (Canva, Adobe Photoshop, Figma)
- File organization and formatting for multiple platforms.
- Basic understanding of UI/UX design principles.

Tools

- **Programming & Development:** HTML, CSS, JavaScript, React

- **Design:** Canva, Adobe Photoshop, Figma

- **Office & Productivity:** Microsoft Office Suite (Word, Excel, PowerPoint), Google Workspace

- **IT Support:** Windows OS, basic Linux commands, Networking utilities

- **Project & File Management:** Google Drive, Dropbox

- **Other:** Postman (API testing), Git & GitHub (version control)

PROFESSIONAL EXPERIENCE

IT operations & support Intern   **January – May 2025**

NG-CDF Office, Seme Constituency (Kisumu)

Key Responsibilities:

- Delivered technical support by diagnosing and resolving hardware and software issues, ensuring minimal downtime for staff operations.
- Installed, configured, and maintained essential applications and operating systems to improve system performance.
- Digitized and organized office records, enhancing accessibility and streamlining information retrieval.
- Used Microsoft Excel to manage and update payment tracking sheets, improving accuracy and efficiency in financial reporting.

- Operated office equipment, including printers and photocopiers, to produce high-quality documents for official use.
- Collaborated with team members to troubleshoot and implement solutions for recurring technical challenges.

Key Impacts:

- Improved efficiency in payment tracking through accurate and well-maintained Excel trackers.
- Reduced document retrieval time by digitizing and organizing office records.
- Increased staff productivity by resolving technical issues quickly and maintaining functional systems.
- Enhanced operational workflow by ensuring timely printing and photocopying of essential documents.

Freelance IT Support Assistant   **February 2025 - April 2025**

Teachers Service Commission (TSC), Kisumu

Key Responsibilities:

- Delivered technical assistance on-demand, including data entry,
- Maintained accuracy and efficiency in official TSC documents by correcting errors, updating records, and ensuring compliance with required formats.
- Helped digitize up to 100 forms per day, improving accessibility and reducing reliance on paper-based records.

Key Impacts:

- Helped the department meet tight deadlines by completing high-volume tasks accurately and on time.
- Improved operational efficiency by resolving technical issues promptly and preventing workflow delays.
- Enhanced the accuracy and quality of official documents through thorough review and corrections.

IT Attachment   **September 2023- December 2023**

Maseno University, Department of ICT,Ecampus

Key Responsibilities:

- Provided technical support to students and staff for computer, network, and system-related issues.
- Maintained and configured campus computer labs, ensuring all workstations were fully functional for student use.
- Transcribed video content for the Deaf Studies program to improve accessibility of coursework.
- Assisted in editing and verifying content on the university's e-learning platform to ensure accuracy and usability.
- Used Microsoft Excel to track years of student enrollment and graduation data, improving record-keeping efficiency.
- Configured audio-visual equipment for meetings and presentations at the eCampus.
- Helped troubleshoot internet connectivity issues across campus facilities.
- Set up and prepared computers in labs for classes and examinations.
- Crimped and installed Ethernet cables for network connections in computer labs.

Key Impact:

- Improved student and staff experience by resolving IT issues quickly and effectively.
- Supported data management by organizing years of student records into structured Excel trackers.
- Contributed to smooth campus operations by ensuring meeting equipment and lab computers were ready on time.
- Strengthened network reliability by installing and maintaining Ethernet cabling.

Data Management Assistant   **September 2019**

Kisumu County Government, Universal Health Coverage (UHC) Pilot Program

Key Responsibilities:

- Collected, verified, and accurately entered healthcare registration data into the system.
- Assisted in maintaining and updating the program's digital records.
- Ensured data integrity by reviewing records for errors and making necessary corrections.
- Maintained confidentiality and security of sensitive personal information.

EDUCATION BACKGROUND:

2025: Certificate in Software Engineering, Moringa School, Kenya.

2024: Diploma in Information Communication Technology, Kisumu National Polytechnic, Kisumu, Kenya

2020: Certificate in Information Communication Technology, Kisumu National Polytechnic, Kisumu, Kenya

2019: Kenya Certificate of Secondary Education (KCSE), Rang'ala Girls High School, Siaya, Kenya

Recognition & Awards:

- Commended by NG-CDF Office, Seme Constituency, for exceptional speed and accuracy in recording 500–600 bursary forms per day in Excel during internship (2025).

LEADERSHIP, COMMUNITY SERVICE & PERSONAL INTERESTS

Volunteered in Kisumu County's Universal Health Coverage Pilot Program and participated in ICT community initiatives to improve digital literacy and record management. Passionate about graphic design, software development, and creating frontend applications, with a strong interest in technology-driven solutions for education, health, and public service.

REFEREES

1. Kipngetich Langat
   Fund Account Manager
   Immediate Former Manager
   Phone: (+254)720399 068

2. Thomas Abucho
   Education Director – Teachers Service Commission (TSC), Seme
   Phone: (+254)798103 625

3. Barbara Khavughwi
   ICT Department – Maseno University
   Phone: (+254)726717162