RESUME

Beatrice Shisia
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CAREER OBJECTIVE

A **Computer Science graduate** with a passion for **technology, innovation, and customer service**, skilled in **IT support, networking, data science, and application development**. Experienced in managing technical operations, delivering user support, and developing digital solutions that improve efficiency. Recognized for strong problem-solving, teamwork, and communication skills. Seeking a dynamic role where I can apply my technical expertise and organizational strengths to enhance business operations.

PROFESSIONAL EXPERIENCE

Masinde Muliro University of Science and Technology (MMUST) - (https://mmust.ac.ke/)
IT Support Intern 2024

Key responsibilities:

- Delivered technical support and troubleshooting services for students and staff, ensuring seamless system operations.
- Assisted in the configuration and maintenance of both structured and unstructured network environments, optimizing connectivity.
- Installed, managed, and maintained CCTV surveillance systems, enhancing security and monitoring capabilities.
- Designed and developed a Java-based mobile application to streamline student support services, improving accessibility and efficiency.

Masogo Hardware, Ahero 2021 to 2025(part-time)

Key responsibilities:

- Managed and maintained the CCTV surveillance system, ensuring consistent performance.
- Oversaw inventory levels, coordinated restocking, and ensured smooth store operations.
- Processed both cash and digital transactions (including M-Pesa), ensuring accuracy and timeliness.
- Provided product knowledge to customers, enhancing satisfaction and sales performance.

SKILLS

- **Web Application Development:** Proficient in designing and developing scalable web solutions with modern frameworks.
- **Data Science:** Hands-on experience with Python, data analysis, and machine learning concepts.
- **Database Management:** Strong command of SQL, MongoDB, data structuring, and optimization.
- **Networking:** Proficient in structured and unstructured network setup, configuration, and optimization.

- **Technical Support & Troubleshooting:** Skilled in diagnosing hardware/software issues and providing user assistance.
- **Communication & Collaboration:** Strong interpersonal and presentation skills, with a focus on teamwork and client satisfaction.

EDUCATION

2021- 2025	**BSc. Computer Science**	Pwani University, Kenya
2017 – 2021	**Kenya Certificate of Secondary Education (KCSE)**	Bishop Okoth Girls Mbaga Secondary School, Kenya
2009 – 2016	**Kenya Certificate of Primary Education (KCPE)**	Ebenezer Christian School, Kenya

REFEREES

Thomas Odhiambo	Manager Masogo Hardware	tel: +254 720 515 433
Jacktone Otieno	Founder & CEO, Bamba Studios	tel: +254 712 939 751 email: jacktone.otieno@gmail.com
Dr. Elisha Gogo	Lecturer Pwani University	tel: +254 720 403 531 email: e.gogo@pu.ac.ke