

STEVEN OCHIENG

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Skills

- HTML5 | CSS3 | JavaScript (ES6+) | Node | Express | React.js | Bootstrap | Tailwind CSS | Redux | MongoDB | Git | Next.js
- RESTful APIs | Fetch API | Axios | Chrome DevTools | Firefox Developer Tools | Media queries | Flexbox | Grid layout
- Remote Desktop Tools | Zoom | Cross-Browser Compatibility | English, Kiswahili – All professional proficiency or above

Experience

KYC Analyst *Stanbic Bank of Kenya* *Mlolongo* **01/2024 - Present**

- Leading a group of 4 KYC Analysts through daily customer data remediation to ensure regulatory compliance, following provided guidelines and training.
- Coordinate tasks to meet daily targets, report progress, compile team reports, and collaborate for project success.
- Utilizing my IT background, with regular training from supervisors, to navigate and leverage banking systems effectively for regulatory compliance.

Volunteer Internship *Smart Personnel Consultants* *Upperhill, Nairobi* **07/2023 - 09/2023**

- Collaborated on designing and developing the firm's website to enhance user experience and brand accessibility, which included ensuring the website's technical functionality, user-friendly navigation, and optimal performance..
- Provided technical support for website-related issues, assisting the organization with troubleshooting problems, addressing technical glitches, and optimizing the site's performance
- Performed data entry, registration, and documentation of intern's credentials using digital tools and databases, ensuring the accuracy and security of sensitive information, which is a crucial aspect of technical support in maintaining data integrity.
- Managed administrative tasks such as photocopying, scanning, and organizing digital files.

Technical Support Attache *Kenyaweb.com Limited* *CBD, Nairobi* **05/2022 - 08/2022**

- Provided technical support to over 20 clients via telephone and email communication, resolving an average of 15 software and hardware infrastructure issues weekly.
- Efficiently troubleshoot network failures, identifying and resolving both internal and external network issues, resulting in a 20% reduction in network downtime for clients.
- Managed domain names, including registration, renewal, transfer, and updating records for over 15 clients, ensuring seamless accessibility of emails and websites.
- Successfully maintained email systems, addressing security issues, misconfiguration, and viruses, enhancing data integrity and minimizing email-related incidents.
- Conducted comprehensive PC support, including maintenance, servicing, repair, and upgrades for 10+ clients' systems, resulting in improved overall system performance.

Education

Bachelor of Science *Pwani University* *Pwani, Kilifi* **08/2019 - 05/2023**

- Major in Computer Science

Certificate

Microsoft Office Packages *Augur Computer College* *Taita Taveta* **01/2019 - 03/2019**

- Microsoft Word | Excel | PowerPoint | Outlook | Access | OneNote | Publisher | Teams

Projects

- **SMS Savant:** Implemented React.js and Tailwind CSS to design an intuitive multi webpage with clear navigation and visually appealing elements. [Live Preview](#)
- **Northman Law Firm:** Merged professionalism and visual allure to effectively portray the firm's identity and legal services. Developed with React.js and Tailwind CSS, the site delivers a seamless user experience. [Live Preview](#)
- **Rent My Space:** A full stack web app enabling hosts to list their apartments, granting travelers seamless booking access using stripe payment gateway. [Live Preview](#)
- **Share Places Online:** MERN stack web application, facilitates users in sharing favorite places online for public viewing. [Live Preview](#)
- **Pension Atrium:** Designed an elegant and intuitive frontend, a booking accommodations venture, incorporating React JS, TypeScript and Tailwind CSS to elevate user experience in Trutnov's prime and budget-friendly locale near the historical center. [Live Preview](#)
- **OrganizeHR:** Created the UI for Organize HR, a human resources company, utilizing React.js, CSS, and Firebase for seamless and efficient development. [Live Preview](#)