MWANAISHA SALIM

Ngong Road , Nairobi ,Kenya mwanaishabayaa@gmail.com +254792416360

LinkedIn:

https://www.linkedin.com/in/mwanaisha-salim-32b270285/

I am a dedicated professional with a strong blend of technical and customer service skills. My journey in software and web development has equipped me with expertise in tools like Python, React.js, and SQL, while my hands-on roles as an ICT Assistant and freelancer have honed my problem-solving abilities.

In customer-facing roles, such as working at Metro and as a digital marketer, I learned to communicate effectively, resolve issues, and deliver exceptional service.

My goal is to grow as a Leader , mentor others, and create impactful solutions that help both individuals and communities.

Professional Experience

Enumerator

Yunitok, UNICEF ,Mombasa — Oct 2024 – Dec 2024

- Conducted field surveys and collected data accurately.
- Built rapport with participants and ensured data confidentiality.
- Verified data accuracy and reported findings to supervisors

Rapporteur

World Vision, Goshi, Malindi, Kenya — Jun 2024 - Sep 2024

- Recorded key discussion points and decisions in community programs.
- Prepared concise summaries to aid informed decision-making.
- Collected and integrated feedback from participants.
- Monitored action items and ensured accountability.

Metro by T - mobile

CCI Kenya __04/23 - 06/24
Customer Service Representative

I gained valuable experience in customer service, learning to handle inquiries professionally while ensuring customer satisfaction. This role allowed me to develop strong communication and problem-solving skills.

- Assisted customers with inquiries and resolved complaints efficiently.
- Ensured a welcoming environment and provided product-related information.
- Processed transactions and handled customer feedback to improve service.

POSTA CORPORATION OF KENYA
GPO__08/24 - 11/24
ICT Assistant (internship)

As an ICT Assistant, I contributed to improving operational efficiency by supporting technical processes and collaborating on projects.

• Email and Communication Systems
• Technical Support and Troubleshooting
• Streamlined a multipage web application into a single-page web app.
• Tested software for bugs and documented fixes, improving performance by 18%.

Education

Bachelor of Technology in Software Development-
KCA University, Nairobi, Kenya, Second Upper Class
Honors

Relevant Coursework:

- Strategic Management
- Business Communication
- Programming Fundamentals
- Innovation and Change Management
- Database Management Systems
- Web Development
- Networking Essentials
- Data Analysis

Key Skills

- Customer Service: Effective Communication, Conflict Resolution, Active Listening, Empathy
- Software & Web Development: Python, JavaScript , React Native, HTML/CSS, Dart and Flutter
- Database Management: MySQL, PostgreSQL
- Project Collaboration: Agile Methodology, Teamwork, Cross-functional Communication
- Problem Solving & Troubleshooting: Analytical Thinking, Bug Fixing, Process Optimization
- Tools & Technologies: Vs code , Git, AWS, UNIX, Vercel, API Integration

Projects

1. **Enzi Store Database System**
   Developed a robust database system to manage store data efficiently. (enzi-store.vercel.app)
2. **Personal Portfolio Website**
   Built a responsive single-page application to showcase academic projects and skills. (eshaaasalim.vercel.app)

4. **Student Management System**
   Developed a comprehensive system to manage student enrollment, academic records, and performance tracking.
5. **Data Analysis Project**
   Conducted detailed data analysis using Python libraries to generate actionable insights from complex datasets.
6. **School-Based Management System (SBMS)**
   Designed a management system to automate school administrative tasks, enhancing efficiency and accuracy.

Interests

- Team Collaboration
- Problem-Solving
- Effective Communication
- Mentorship and skill sharing
- Social impact Initiative

Certification

- Computing Skills for Business (Atingi, 2024)
- Data Protection Basics (Atingi, 2024)
- Interpersonal Communication (Atingi, 2024)
- Introduction to Data Science (Coursera)
- Python for Everybody (Coursera)

References

Cyril Mwasya - Supervisor, World Vision

+254 700 172236 | Cyril_mwasya@wvi.org

Ernest Madara - Lecture, KCA University
+254 722892206 | ernestmadara.kcau.ac.ke

Ismail Adan – ICT support Supervisor, POSTA
+254705605723 |ismail.adan@posta.co.ke