

Brian Makumi

Software Engineer | IT Support Specialist

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Versatile software engineer and IT support specialist with over 2+ years experience developing web applications and providing technical support. Skilled in React, Vue, Laravel, Node.js, JavaScript, and frontend development. Experience with HTML/CSS, Python, MongoDB, REST APIs. Provide IT troubleshooting and support for networking, hardware, and software issues. Excellent problem-solver focused on crafting seamless user experiences and enabling smooth technical operations.

Skills

Programming

JavaScript, React, Node.js, PHP, Laravel, SQL, MySQL

Web Development

HTML/CSS, REST APIs, Bootstrap

IT Support

Networking, Hardware, Troubleshooting, Help Desk

Operating Systems

Windows, Linux, Mac

UI/UX Design

Figma, Sketch, Webflow

Tools

AWS, GitHub

Soft Skills

Critical Thinking, Time Management, Communication

Professional Experience

Software Engineer, Freelance

January 2020 – present

- Develop user-centered designs for web applications, resulting in a 20% increase in user engagement.
- Implement REST API design, resulting in a 30% improvement in application performance.
- Utilize test-driven development (TDD) methodologies to identify and fix bugs, reducing the number of application crashes by 40%.

EHR Intern, Aga Khan University

October 2022 – January 2023 | Nairobi, Kenya

- Shortened first-level support response time to under 1 hr for 80% of tickets
- Reduced monthly password reset tickets by 15% through awareness campaign
- Created self-help content that lowered email support volume by 20%
- Assisted rapid VPN rollout supporting 150+ remote employees

Information Technology Intern, Kenya Power

May 2022 – August 2022 | Ruiru, Kenya

- Configured and maintained over 200 PCs, laptops, and printers.
- Installed and configured operating systems and business software for 50+ users.
- Connected devices to domain and resolved related issues for 150+ users.
- Installed and configured network printers improving uptime by 10%.
- Troubleshot and resolved 150+ user technical issues timely.

Education

Bachelors of Science in Computer Science,

Africa Nazarene University ☑

Nairobi, Kenya

Relevant Coursework: Data Structures, Algorithms, Operating Systems, Database Management, Software Engineering, Web Development, Computer Networks

Kenya Certificate of Secondary Education,

Kiambu High School

Kiambu, Kenya

Languages

- English
- Swahili