

TREVOR ORUPIA OLWANDA

Nairobi, Kenya

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PROFESSIONAL SUMMARY

Aspiring **Software Engineer** with a solid foundation in **web development, networking, cloud computing, and machine learning**. I hold a **Bachelor of Science in Information Technology** from **Mount Kenya University**, awarded in **August 2023**. I am eager to contribute technical expertise, problem-solving ability, and a commitment to continuous learning in a dynamic tech-driven environment.

WORK EXPERIENCE

Sales Representative (Home Fibre Internet Services)

Safaricom – Sovereign Communications, Kenya

📅 Jan 2024 – July 2025

- Engaged potential customers to explain and sell **Safaricom Home Fibre packages**, demonstrating strong **communication** and **negotiation** skills.
- Assessed customer needs and provided **tailored solutions**, enhancing satisfaction and loyalty.
- Consistently met and exceeded **individual sales targets** through proactive outreach and follow-up.

Banking Operations Intern

Ecobank, Kenya

📅 Jun 2023 – Dec 2023

- Gained hands-on experience with **daily banking operations**, including documentation and customer service protocols.
- Supported administrative tasks with accuracy and efficiency.
- Observed and contributed to **customer interactions**, improving understanding of **financial services**.

Industrial Attachee (ICT Department)

Youth Enterprise Development Fund (YEDF)

📅 Jan 2023 – Apr 2023

- Provided **technical support** for ICT-related incidents involving hardware, software, and networks.
- Created a custom **Inventory Management System** to track office resources.
- Communicated clearly with non-technical users to resolve issues, enhancing user satisfaction.



EDUCATION

Bachelor of Science in Information Technology

Mount Kenya University

 **Graduated: August 4th, 2023**

Certifications & Short Courses:

-  **July – August 2023**
 - **UX & UI Design:** Focused on crafting user-friendly, visually appealing digital experiences.
 - **AWS & Cloud Computing:** Gained working knowledge of cloud infrastructure and deployment models.
-  **Jan – April 2021**
 - **CCNA 1 & 2 (Cisco Certified Network Associate):** Built a strong foundation in **networking principles** and internet connectivity.

High School Diploma

St. Patrick's High School, Kitale – 2018

Primary School Certificate

All Saints Academy – 2014

TECHNICAL SKILLS

- **Languages & Frameworks:** HTML, CSS, JavaScript, React.js
- **Databases:** SQL, MySQL
- **Tools & Technologies:** Linux, REST & SOAP APIs
- **Concepts:** ITIL Foundation, DevOps, CI/CD pipelines
- **Cloud & Networking:** AWS fundamentals, CCNA networking principles

SOFT SKILLS

- **Communication & Customer Service:** Effective in building rapport and resolving inquiries.
- **Sales & Negotiation:** Ability to simplify complex services and drive sales performance.
- **Teamwork & Independence:** Works well in both collaborative and self-managed environments.
- **Training & Mentorship:** Skilled at guiding others through technical processes.
- **Problem-Solving & Analysis:** Strong analytical mindset, especially in **IT troubleshooting** and **software development**.
- **Financial Industry Acumen:** Experience in banking operations and exposure to financial systems.

HOBBIES & INTERESTS

Skiing, karting, swimming, biking, rugby, and **coding**. Passionate about **Artificial Intelligence** and **Machine Learning**, with a curiosity-driven approach to exploring emerging tech.

REFERENCES

Dan Makori

System Administrator, Youth Fund

☎ **0711 715 849**

Jackson Shiundu

Computer Pride Ltd

☎ **0757 094 679**