

JACK OGONDA

SOFTWARE DEVELOPER ,ICT, TECH SUPPORT, AFTER SALES SUPPORT, WEB DESIGNER, EFT POS TERMINAL

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Portfolio Website: [Visit my Website](#)

ABOUT ME

I am a Highly proactive and results-driven Technical Specialist with over 6 years of hands-on experience spanning Front-End Web/WordPress Development, IT Systems Support, and Digital Operations. With a proven track record in designing, building, and maintaining responsive, secure, SEO-ready websites alongside diagnosing complex hardware/software issues in fast-paced Fintech and Digital service environments. I am also adept at managing full website life-cycles (cPanel, DNS, cybersecurity), optimizing system performance, and leading technical troubleshooting for merchants, agents, and end-users. A strategic problem-solver recognized for reducing support workloads, improving product adoption, and delivering efficient, scalable technical solutions.

STRENGTHS AND SKILLS

- Time Management
 - Customer Handling and Experience
 - Report Writing & Data Analysis
 - Ticket Management
 - After Sales Support
 - Artificial Intelligence
 - Website Design
 - Technical Support (POS & IT Systems)
 - Field Support and Training
 - Customer on-boarding & KYC
 - Effective Communication
 - Troubleshooting and Repairs
 - Software / Hardware / IT Systems
 - Search engine Optimization
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PROFESSIONAL EXPERIENCE

Zone01 Kisumu

Dec 2026 - to now

Software Engineering Apprentice - Fullstack Developer

Achievements:

Combined hands-on coding with structured learning, collaborating with senior developers to build and test scalable web applications and gained deep technical expertise, mastering modern frameworks, and directly contribute to launching products that solve real-world problems for users.

- Debugged and resolved 20+ high-priority software tickets, improving application stability by 15%.
- Authored 50+ clean, well-tested commits with 90%+ unit test coverage.
- Partnered with team members to build a prototype internal tool during the monthly company hackathons.
- Participated in 40+ peer code reviews, successfully implementing senior engineer feedback to improve code efficiency.

Key Roles and Responsibilities

- Developing, testing, and debugging clean, efficient code using languages like Go, Python, Java, or JavaScript.
- Participating in daily team syncs, sprint planning, and project meetings.
- Design, develop, and test software solutions following team coding standards.
- Collaborate with designers, product managers, and fellow engineers to deliver user-friendly features.
- Troubleshoot, debug, and resolve technical issues in existing codebases.
- Actively participate in educational training, code reviews, and technical workshops
- Provide training for the team on technical topics including use of Software and Digital tools

WiseHub

June 2024 - to Oct 2025

Technical Lead & Digitization Trainer (ToT)

Implement and oversee organizations IT & Software infrastructure. Led the Digital Platforms Kenya (DigiKen) United Nations Program on Digitization.

Achievements:

- Successfully training youths in Web Design Basics using HTML5, CSS3 & JAVASCRIPT (ES16)
- Successfully prevented a Distributed Denial of Service attack (DDoS).
- Optimized the website to be mobile friendly and responsive.
- Built a website for the organizations hotel initiative.
- Managing the organizations chatbot with up to date information

Key Roles and Responsibilities

- Troubleshoot learners computers and install necessary software used by learners
- Train community members on digital literacy, digital marketing / social media
Communicate to community members using Bulk SMS / Email Marketing
Applications Design Basic ICT Skills course work for learners
- Train Learners on Website Development
- Manage content on organizations website
- Provide training for the team on technical topics including use of Software and Digital tools
- Optimize organizations website to ensure optimal online presence
- Build websites for entrepreneurs as requested by the organization using no code / code platforms.
- Collect learners data using KoboCollect Tool

HallopaySystemsEnterprises Ltd **Merchant / Agent Support Lead**

October 2019 - April 2024

Ensure merchant satisfaction through Troubleshooting hardware and software issues, training, onboarding, identifying the root cause of problems, and providing effective solutions to ensure satisfaction and a positive agent experience.

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Achievements

- Employee of the year 2022
- Increased agents daily transaction rate by 50%
- Reduced support issues by 25% due to effective high impact agent training that also improved product adoption rate across the portfolio

Key Roles and Responsibilities

- Support agents/customers while building a positive rapport
- Making and receiving calls from agents experiencing technical issues with devices
- Building a knowledge base for the Customer Service team that streamlined our processes and improved response times
- Coordinate and manage field operations schedules, ensuring tasks are completed on time and within budget.
- Resolving customer issues through: Troubleshooting, Repairs, and replacements of devices Conducting daily/regular field visits to Customers (agents) experiencing technical issues requiring support
- Provide appropriate solutions and troubleshooting alternatives within a time limit of 48hours and follow up to ensure resolution
- Compile reports on overall customer satisfaction, feedback and challenges Build positive relationships with customers
- Manage all on site repairs, maintenance and tests on POS Terminals
- Diagnose errors or technical problems and determine proper solutions
- Ensure Branding of all existing and new Agents
- Training new customers on how to use the POS terminals
- Offer technical support to POS system users at IT Help desk level Lead, train, and mentor field staff, ensuring they understand their roles, follow protocols, and meet performance expectations

KOKO Networks (Clean Energy Soln) Part-time **March 2020 - December 2020**

Brand Ambassador & Lead Generation

I Established and maintained a good relationship with merchants who sold KOKO's Clean Energy Solution to customers and used their premises as a point of contact whenever sales were generated or when customers needed basic demonstration of the KOKO Burner stove

Achievements

- Accurate data entry - 94% on all leads generated
- Most efficient customer product trainer

Key Roles and Responsibilities

- Basic training to customers about the product and how it works
Working as a team to reach daily targets of 40 new leads per day
Registering potential leads in excel sheet for follow ups
- Demonstrating and presenting Koko products to potential customers and leads
- Educating potential customers of the benefits of KOKO's clean energy solution
- Increasing Brand Awareness

MTM(Marketing Agency) **January 2019 - September 2019**

Sales, Marketing and Lead Generation

Responsible for actively identifying targets and potential businesses or individuals who require Lipa na Mpesa Till and Paybill numbers by conducting market research, generating leads, and building relationships with new customers.

Key Roles and Responsibilities

- Managed the entire sales cycle, from prospecting, initial contact to closing. Training and explaining the use of Lipa na Mpesa Tills and Paybill numbers. Negotiating terms with clients.
- Track sales performance.
- Prepare reports on sales progress Evaluate the effectiveness of marketing campaigns.
- Setting sales targets and measuring success against goals to improve future efforts
- Using available CRM tools and the mpesa partner toolkit

Cyber Café Attendant(Internet & Cyber services) January 2016 - August 2018

Tech Support and Cyber Management

I was responsible for supporting customers with the use of computers, applications, and Internet usage

Key Roles and Responsibilities

- Assisted customers when they had trouble or questions using computer software
Troubleshooted different kinds of computer programs, hardware, and software
Provided excellent customer care
 - Maintained cleanliness and orderliness of the place
 - Kept accurate records of logs and inventories of the shop
 - Source for rim paper and other stationery materials
 - Applying and booking different services for customers e.g. KRA Pin, Good Conduct Certificate, Driving Licenses etc.
 - Monitor use of computers to ensure compliance with cafe policies and applicable laws and regulations
 - Billing and Payments Handling Computer and Equipment Maintenance
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EDUCATION & CERTIFICATIONS

- Diploma – Business Administration
- Diploma – Information Technology
- Diploma – Web development and Design (HTML5, CSS3, JavaScript (ES16))
- Certificate – Artificial Intelligence, Data Protection and Safety
- Certificate – Customer Relationship Management
- Certificate – Web design
- Certificate – Customer Experience for Business Success
- Certificate – Cybersecurity
- Certificate – Data Science & Analytics
- Certificate – Computer Systems & Packages (Intro Tech)
- Certificate – Digital Skills, Entrepreneurship and Financial Literacy (AU / AUCIEFFA)