



Gachiri Mwangi

Software Systems Developer

Profile

Software Developer with over five years of experience in analyzing user requirements and delivering tailored technology solutions that effectively address the business challenges. I'm skilled in bridging the gap between technical systems and human needs, and ensure that technology feels more human while providing comprehensive technical support.

I bring a strong focus on empathy and communication to my technical work, ensuring that end-users feel supported and empowered when interacting with technology. I ensure that they feel listened and understood.

Details

Sylvia Peace, Jerusalem Avenue, Juja
Kiambu
Kenya
0112211691
gachirimwangi021@gmail.com

Links

[LinkedIn](#)
[GitHub](#)

Skills

JavaScript

Laravel

Communication

API Integration

MySQL

Employment History

Technical Support Team Lead at Kusoya Limited, Westlands, Nairobi

Jan 2025 — Present

- Manage the Technical Support Team as Team Lead (6 months), overseeing the resolution of client issues and maintaining a close to 100% client satisfaction rate.
- Conduct comprehensive training sessions for clients on the Integrated Facilities Management System, Solid J, and new system features, and the latter has massively reduced the support tickets by 30%.
- Develop and maintain technical documentation of the system, and support procedures to streamline team operations.
- Bridge communication between development and client-facing teams, ensuring smooth feature deployment and issue resolution in the shortest time.
- Take part in the development and enhancement of the system, improving its performance and user experience.
- Collaborate with the Frontend team to design and implement new features, ensuring the scalability and maintainability of the codebase.
- Take part in the Quality Analysis of the system, and address the issues on the client's side.
- Collaborate with the backend team to ensure smooth communication between the system and APIs.

Software Developer Intern at Kusoya Limited, Agip House, Nairobi

May 2024 — Jan 2025

- Gained hands-on experience in full-stack development using React.js and Laravel frameworks. Majored in frontend development using ReactJS.
- Held brainstorming sessions and contributed ideas, which led

to the incorporation of various features of the Kusoya Facilities Management System, now Solid J.

- Participated in code reviews, debugging sessions, and meetings where we'd discuss and come up with the best practices, and this added to my knowledge of coding best practices.
- Acted as the secretary of the team, who would take minutes and document what the team discussed.
- Demonstrated strong performance leading to a full-time employment opportunity

🎓 Education

Bachelor's Degree in Computer Technology, Jomo Kenyatta University of Agriculture and Technology, Juja, Kiambu

Sept 2021 — May 2025

- Graduated with a second-class honors, upper division.
- Comprehensive coursework in software development, algorithms, data structures, and system design.
- Strong foundation in ethical and responsible computing practices.
- Practical experience in full-stack development, machine learning, and problem-solving methodologies.

★ Notable Projects

Academic Collaboration, Juja, Kiambu

Sept 2024 — Apr 2025

- Collaborated with fellow students to develop a machine learning application for predicting malaria infection rates across different geographical areas
- Implemented predictive algorithms to assist healthcare authorities in optimal resource allocation
- Contributed to data processing, model training, and application interface development
- Demonstrated practical application of computer science principles to solve real-world public health challenges