SAMUEL MWAI

Software Developer, Tech Support Specialist,
AI Specialist & Professional Writer

CONTACT

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- Nairobi, Kenya
- https://sam-portfolio-a0871.web.app/

SKILLS

- Project Management
- UI/UX Design
- Web Development
- Graphic Design
- Data analysis and Visualization
- Tech Support
- Analytical Thinking
- Active follower of YouTube creator communities and trends, with hands-on experience using content optimization tools and analytics platforms

TECH STACK

- Vue
- React
- Node js
- JavaScript
- Express
- Python
- Django
- Flask

PROFILE SUMMARY

I specialize in Vue.js, React, JavaScript, Tailwind CSS, CSS, Sass, Vuetify, and Flowbite CTC, building responsive, user-friendly web applications with seamless API integrations and well-crafted layouts. I have experience using Firebase for authentication, database management, and real-time CRUD operations. Some of my projects include an e-commerce platform with a dynamic cart system, an order management dashboard, and a furniture customization tool.

Beyond development, I have a strong background in technical support and IT administration, managing servers, troubleshooting hardware and software issues, and overseeing email systems for Zoho, Microsoft, and custom POP/IMAP setups. I also configure and maintain Unifi access points for optimal network performance. With strong problem-solving and communication skills, I assist users who struggle to articulate technical issues and streamline workflows for efficiency. Additionally, I handle the procurement and setup of office equipment, from laptops and routers to repeaters and microwaves, ensuring a seamless work environment.

I also worked with Lionbridge as a Data Annotator, helping train AI to recognize Moments of Interest (MOI) in videos. I demonstrated exceptional attention to detail while analyzing video interactions, maintaining 98% accuracy in annotation guidelines across diverse projects without direct supervision. Self-motivated professional who thrives in remote environments, effectively prioritizing tasks and managing complex technical issues independently.

In the past few months, I have also been working as a writer, specializing in APA, MLA, and Chicago formatting styles. I have completed and been paid for around 10 writing samples, demonstrating my ability to craft well-researched, structured, and engaging content. Provided empathetic and timely customer support by identifying user frustrations, delivering clear resolutions, and maintaining user satisfaction.

WORK EXPERIENCE

IT ASSOCIATE   2022 - 2024
Uniserv Education

- Managed approximately 45+ daily support requests with empathetic, responsive technical assistance, actively listening to staff concerns while delivering personalized solutions and maintaining detailed ticket recordsManaged repair and maintenance services for laptops and electric office equipment, including printers and access points.
- Autonomously managed comprehensive maintenance of office servers, meticulously tracking updates, implementing detailed backup protocols, and proactively identifying and resolving connectivity issues before they affected operations.
- Utilized Azure for Active Directory integration, Web Apps deployment, Front Door configuration, SQL database management, Virtual Machines setup, and Networking administration, ensuring minimal disruption to users while maintaining open communication throughout troubleshooting processes.

- Achieved Pearson Vue Test Administration Certification, enabling professional management of technical issues during Pearson Vue test invigilation.
- Successfully assisted in the development of a company website while independently building an entire website for the same company.https://leap-7397e.web.app/

AI Data Annotator

Lionbridge   2024

- Applied psychological insight to accurately label emotional cues in videos, enhancing AI's ability to respond to human behavior and complex scenarios.
- Provided structured data for AI training, ensuring accurate recognition of real-world scenarios.
- Ensured consistency in annotation guidelines, maintaining uniformity in AI training data across different projects.
- Reviewed and refined AI-generated descriptions, improving model accuracy and reducing bias in predictions.

CERTIFICATES

- Bachelor of Science in Information Technology.
  Meru University of Science and Technology
  From 08/2015 to 01/2020

- AI Career Essentials
  ALX Kenya
  From 09/24 to 11/24

- Pearson Test Administrator Certificate
  UNISERV EDUCATION
  From 01/2022 to 01/2024

- Python Certificate .
  SOLO LEARN .
  From 01/2022 to 02/2022

- JavaScript Certificate .
  SOLO LEARN
  From 03/2022 to 04/2022

- React Certificate .
  SOLO LEARN
  From 04/2022 to 05/2022

REFEREES

- Wade Njunge
  +254757146230
  IT MANAGER UNISERV

- Daniel Bubi
  +254700502431
  Supervisor Evolve   Logistics

EDUCATION

2015 - 2020
MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

- Bachelor of Science in Information Technology

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- LinkedIn
 https://www.linkedin.com/in/samuel-mwai/
- My Website
https://sam-portfolio-a0871.web.app/
- Github
https://github.com/sammb400