

Norman Nuthu

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PROFESSIONAL SUMMARY

Results-oriented IT professional with 4+ years of experience excelling in Technical Support, full-stack software development, UI/UX design, Virtual Assistance and Project leadership. Proven expertise in crafting innovative solutions that seamlessly blend cutting-edge technology with intuitive user experiences. Adept in curriculum development, technical training, and fostering collaborative learning environments. Passionate about leveraging technology to drive business growth and create impactful digital products.

TECHNICAL SKILLS

- **Programming Languages:** Java, Kotlin, HTML5, CSS, JavaScript, SQL
- **Software Tools:** Android Studio, Visual Studio Code, Trello, Adobe Suite (Photoshop, Illustrator, XD), Canva, Figma, Git & Github
- **Design Skills:** UI/UX design, user-centered design, usability testing, responsive design, prototyping, graphic design, web development
- **Other Skills:** Android Development, RESTful APIs, Database administration, Agile, Lean methodologies, IT support, MS Office (Word, Excel, Outlook)

SOFT SKILLS

- **Problem-solving:** Proven ability to analyze complex problems, develop innovative solutions, and make data-driven decisions.
- **Communication & Collaboration:** Excellent written and verbal communication. Effective at cross-functional teamwork and stakeholder relationship-building.
- **Adaptability & Continuous Learning:** Quick to learn new technologies and methodologies. Thrive in dynamic environments and adapt to shifting priorities.
- **Leadership & Mentorship:** Experienced in leading project teams and mentoring colleagues. Ability to inspire and motivate others towards shared goals.
- **Project Management & Organization:** Strong organizational and time management skills. Ability to prioritize tasks, meet deadlines, and manage multiple projects.
- **Interpersonal Skills:** Empathetic listener and persuasive communicator. Skilled at building consensus and fostering a positive team environment.

- **Client-Facing Skills:** Dedicated to understanding client needs and delivering exceptional results. Confident presenter with experience in technical training and public speaking. Skilled at negotiation and conflict resolution.

PROFESSIONAL EXPERIENCE

Trainer of Trainers (Contract) | [The Technical and Vocational Education and Training Authority](#) (TVETA Kenya) • Jan 2022 – Present

- Partnering with Google and the Ministry of Education to enhance computer science education across TVET institutions, increasing student engagement and participation by 15%.
- Integrating updated computer science curriculum, equipping 500+ students with industry-relevant skills and boosting their employability by 20%.
- Improving learning outcomes through practical instruction and modern teaching methods, resulting in a 10% increase in student retention.
- Fostering collaboration between 30+ educators and industry professionals, creating a dynamic learning environment and enriching the curriculum with real-world insights.

Customer Support, Sales and Operations Manager | [Leric Investments Ltd](#) • June 2020 – Present

- Spearheading customer service initiatives, achieving a 15% increase in customer satisfaction through personalized support and efficient issue resolution.
- Optimizing customer support processes, reducing response time by 10% and improving overall efficiency.
- Developing and executing targeted sales strategies, consistently surpassing monthly sales goals by an average of 8%.
- Driving profitability through effective customer service sales incentives and upselling/cross-selling techniques, contributing to a 12% increase in revenue.

Technical, Operations, and Logistics Lead | [Emvest Technologies Ltd](#) • Nov 2019 – Apr 2024

- Successfully led the company's first embedded systems project, delivering enterprise-grade software on time and within budget, resulting in a 5% increase in operational efficiency.
- Developed, debugged, and tested 15+ applications, ensuring alignment with organizational and customer requirements and achieving a 98% success rate.
- Conducted comprehensive design, risk, and reliability analysis, mitigating potential issues and ensuring successful product launches with 0 critical failures.

Associate Software Developer | [KaziHQ](#) • Aug 2019 – Feb 2024

- Contributed to the development of "Todocode," an enterprise productivity tool for developers, streamlining workflows and enhancing collaboration for 20+ enterprise teams.
- Empowered enterprise teams to efficiently manage workflows, tasks, and projects through customizable boards, resulting in a 10% increase in productivity.

EDUCATION

1. **Bachelor of Technology (Undergraduate Degree)** - Interactive Media Design | [Technical University of Kenya](#) • Sep 2014 – Dec 2023
2. **Certified Mobile Technology (Certificate)** | [Strathmore University](#) • Jan 2020 – May 2020
3. **Google Africa Developer Scholarship Program (Diploma)** | [Andela Learning Community](#) • Apr 2019 – Jan 2020

ASSOCIATIONS

1. TVETA Kenya (<https://www.tveta.go.ke>)
2. iLab Africa (<http://www.ilabafrica.ac.ke>)
3. GDG - Nairobi (<https://gdg.community.dev/gdg-nairobi>)

LANGUAGES

- **English:** Native (Spoken/Written)
- **Swahili:** Native (Spoken/Written)
- **French:** Intermediate (Spoken/Written)

CERTIFICATES

- **Certified Mobile Application Developer & Tester** - *Strathmore University* • Apr 2020
- **Digitization & Transcription** - *Ajira Digital Spark Programme* • August 2023
- **Digital Marketing & E-Commerce** - *Ajira Digital Spark Programme* • August 2023

REFERENCES

Available upon request.