

Rachael Ndanu Musau

Software Developer /
Customer Service
Executive

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📍 Nairobi, Kenya

☎ +254705632731

🌐 Rachael Ndanu

🗣 Rachael Musau

📄 PROFILE

I am a graduate with a Bachelor of Business Information Technology degree from KCA University, with a strong foundation in cybersecurity, scripting, and web development. I specialize in Python and Bash scripting to automate tasks, streamline processes, and enhance system efficiency. My expertise also extends to web development using HTML, CSS, Tailwind CSS, JavaScript, and React JS. Beyond the technical space, I have hands-on experience as a Data Agent in content moderation and as a Customer Service Agent, where I supported clients by handling calls, troubleshooting systems, and providing a welcoming and solutions-oriented experience. This combination of technical and customer-facing expertise enables me to bridge technology and user needs effectively.

🌐 LANGUAGES

English ● ● ● ● ●

kiswahili ● ● ● ● ●

🔗 REFERENCES

Wafula David, SOC Analyst,
East African Data Handlers
0704105488

Rachael Ndanu Musau,
rndanu102@gmail.com

🎓 EDUCATION

Bachelor of Business and Information Technology

KCA university

09/2020 – 12/2024

second class (upper division)

📁 PROJECTS

software development projects

personal portfolio, Python and bash scripting scripts, cybersecurity projects, and commercial websites

👜 PROFESSIONAL EXPERIENCE

Nairobi City County

IT intern

07/2024 – 09/2024

During my attachment at the City Hall ICT department, I gained a solid foundation in both hardware and software skills, which effectively launched my career in IT. This hands-on experience allowed me to develop practical expertise in managing and troubleshooting various IT systems, ensuring smooth operations and efficient problem-solving. This invaluable exposure has equipped me with the necessary skills to excel in the dynamic and ever-evolving field of information technology.

Ison Xperiences (Temu)

Data Agent (Customer Service)

12/2024 – 04/2025

I worked as a Data Agent supporting Temu's customer service operations, where I handled user inquiries with professionalism and empathy to ensure timely and satisfactory resolutions. I reviewed and moderated user-generated content to maintain compliance with community guidelines while upholding a positive customer experience. My role involved identifying and escalating policy violations, maintaining accuracy when handling sensitive information, and collaborating with team members to streamline workflows and enhance service efficiency.

Ison Xperiences (Sunking Solar Systems)

Customer Care Executive

05/2025 – 02/2026

As a Customer Service Executive at Sunking Solar, I handled inbound and outbound calls to support clients with inquiries, product information, and service requests. I welcomed new customers, guided them through onboarding, and assisted clients in troubleshooting their systems and product-related issues. My role also involved managing follow-up emails, maintaining accurate records in the CRM system, and escalating complex cases to the relevant departments while keeping customers informed. Through empathetic communication and solutions-focused support, I ensured a positive customer experience and contributed to building lasting client relationships.

Oleander solutions

IT Support

05/2025 – Present

As an IT Support Specialist at Oleander Solutions, I ensure that the organization's systems, devices, and applications run smoothly to support daily operations. I troubleshoot hardware and software issues, provide technical assistance to users, and resolve system problems to minimize downtime.

I also assist in maintaining web applications, configuring systems, and optimizing overall performance. By combining strong technical skills with a proactive support approach, I help maintain a reliable IT infrastructure while ensuring users receive timely and effective technical support.



SKILLS

web Development

HTML, CSS, JS



Linux Essentials

Kali Linux, Ubuntu



Cyber security

python, bash scripting, SQL



Customer Care Executive

customer services



Hardwares

Hardware Development

