

MYRA JARENGA

SOFTWARE DEVELOPER | CYBERSECURITY ANALYST | CUSTOMER SERVICE PROFESSIONAL

☎ +254712697989 📍 Nairobi, Kenya ✉ myrajarenga1234@gmail.com 🌐 [Myra Jarenga | LinkedIn](#) Github: [myrajarenga \(Myra Jarenga\) · GitHub](#)

SUMMARY

Experienced service professional with over a decade of expertise in operations analysis and technical proficiency, complemented by over 2 years of specific experience in web development and cybersecurity. Proven ability to design, develop, maintain, and manage website content while ensuring security and compliance with regulatory requirements. Dedicated to aligning with company's objectives.

SKILLS

Strategic Planning and Execution | Software engineering | Project Management | Cybersecurity | Customer Service

WORK EXPERIENCE

Innovation Village Limited – Nairobi, Kenya

09/2023 – 12/2023

Operations Analyst – Onsite

Responsibilities and Achievements Include;

- Spearheaded data analysis initiatives for Figorr and Beysix Studios companies, achieving a targeted 15% efficiency improvement and 20% increase in productivity.
- Implemented technology-driven process enhancements, resulting in cost savings and heightened production efficiency across operations.
- Cultivated collaboration among cross-functional teams, simplifying workflows and elevating overall performance standards and applied strategic approaches to streamline operations

MasterCard - Virtual Intern student

09/2023

Cybersecurity Job simulation – on forage platform

Responsibilities and Achievements Included;

- Identified and reported security threats, enhancing cybersecurity measures.
- Analyzed user data, reducing data inconsistencies by 20% and improving security protocols.
- Collaborated on security training programs, increasing employee awareness by 30% and adherence to policies and got certified for it.

CISCO – Virtual intern student on skills for all platform

02/2023- 06/2023

Cybersecurity Analyst - Remote

Responsibilities and Achievements Included;

- Configured firewalls and managed user privileges, resulting in a 15% decrease in unauthorized access attempts.
- Conducted comprehensive threat analyses using advanced tools such as Metasploit, Splunk, and Wireshark, leading to the identification and mitigation of 90% of critical vulnerabilities.
- Implemented system safeguards and security patches, reducing system vulnerabilities by 25%.

ALX Software Engineering Internship Program

08/2022 10/2023

Responsibilities and Achievements include;

- Completed a comprehensive 12-month software engineering program, gaining expertise in low-level programming, website design, data structures, and algorithms.

- Developed proficiency in Python HTML, CSS and JavaScript, with hands-on experience in database management and application development which can be viewed [here](#).
- Acquired expertise in system engineering, DevOps, networking, security, CI/CD, and web stack debugging.

Eat N Go Africa – Nairobi, Kenya

Customer Service Representative Manager – Onsite

09/2014 - 12/2021

Responsibilities and Achievements Include;

- Oversaw customer issue resolution, maintained clear and empathetic communication with customers, managed communication platforms to uphold partner satisfaction, and stayed updated on product information to enhance customer experience.
- Surpassed sales targets by over 15% during challenging periods, including the COVID-19 pandemic and got certifications for this.
- Conducted performance evaluations, provided coaching, and ensured consistent achievement of goals.

EDUCATION

Software Engineering Program Online Degree certification

Holberton School Under ALX Africa

10/2023

- Specialization in Backend Development
- Developed expertise in software engineering principles, including cybersecurity best practices and backend development techniques relevant to leading cybersecurity practices .

Diploma in Information Technology

Jomo Kenyatta University of Agriculture and Technology. JKUAT

06/ 2014

Acquired foundational knowledge in information technology, including network security fundamentals and system administration skills essential for cybersecurity leadership roles.

CERTIFICATIONS.

- Introduction to Cyber Security | Cisco | 2023
- Cybersecurity Job Simulation Certificate | MasterCard | 2023
- Advance Cybersecurity Threat and Governance| Great Learning|2023
- Virtual Assistant | ALX Program – Graduating with Honors' 2022
- Social Media Marketing Foundation |LinkedIn|2022

Currently undertaking Endpoint Security, Ethical Hacking course CISCO skills for all platforms and AI Career Essential course with ALX Africa.

VOLUNTEER EXPERIENCE

She Code Africa – remote

2/2023 - Present

Cybersecurity Channel Team Lead on Slack

- Providing insights into cybersecurity best practices.
- Organizing sessions to enhance team understanding.
- Teaching cybersecurity through a YouTube channel "[Cybersecurity Insights](#)"

TECHNICAL WRITING

- Publishing technical articles on [Medium](#), [LinkedIn](#) ,and [Hashnode](#) focusing on web development, and security teaching others on best practices and in simple language that is easy to comprehend.