

NYANCHOKA JOEL OTACHI

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PROFESSIONAL SUMMARY

Versatile Computer Technologist, Full-Stack Developer, and NLP Researcher with a proven track record of bridging the gap between robust IT infrastructure and cutting-edge software solutions. Combining hands-on experience in enterprise-level IT support and network administration with an active research background in Natural Language Processing (NLP) for low-resource African languages. Adaptable and result-oriented, with demonstrated expertise in engineering end-to-end full-stack web applications, managing relational databases, and designing scalable datasets for AI models. Adept at operating within agile environments to solve complex technical challenges, optimize digital infrastructure, and deploy real-world digital solutions.

EDUCATION

Maseno University	Kisumu, Kenya.
Master of Science in Computer Science	(Sept 2025 - Present)

Maseno University	Kisumu, Kenya.
Bachelor of Science in Computer Technology	(Sept 2021- May 2025)

SKILLS

- **Web & Software Development:** HTML, CSS, JavaScript, PHP - frontend and backend scripting; RESTful API integration; responsive UI design.
- **Database Management:** MySQL and PostgreSQL - database design, queries, administration, and data management.
- **UI/UX Design:** Figma - wireframing, prototyping, user interface design, and graphic design for web and mobile applications.
- **DevOps & Version Control:** Git/GitHub - source control, branching, pull requests; GitHub Actions - CI/CD pipeline setup and automation; VPS server deployment and management.
- **Networking & Security:** TCP/IP networking, LAN/WAN setup, VLAN configuration, DHCP, DNS, Cisco CCNA routing and switching, network security protocols, and Wi-Fi access control.
- **Systems Administration:** Linux (Ubuntu/Debian) and Windows OS administration, Active Directory basics, user access control, system installation, backup management, and routine maintenance.
- **Technical Support & Hardware:** Hardware troubleshooting, diagnostics and repair, PC/laptop component upgrades, printer installation and configuration, peripheral setup, and OS deployment.
- **IT Tools & Software:** Cisco Packet Tracer, VS Code, command-line interfaces (CLI), system diagnostics tools, Python (task automation and scripting).

EXPERIENCE

ICT Support - Intern

Kenya Ministry of Agriculture and Livestock Development

Jan 2026 – Present

Deployed By ICT Authority Kenya(ICTA)

- Providing high-quality technical support across a large government enterprise, diagnosing and resolving daily hardware, software, and network-related issues.
- Install, configure, optimize, and maintain office desktops, laptops, network printers, scanners, and essential IT peripherals.
- Performing system installations, OS deployments (Windows/Linux), data backups, and routine software updates across workstations.
- Monitoring local network infrastructure (LAN/WAN), troubleshoot connectivity faults, and manage DHCP, DNS, and IP configurations.
- Delivering proactive helpdesk support to 50+ institutional staff members, guiding non-technical users through digital systems and reducing downtime.

NLP Research Assistant

Maseno Centre for Applied Artificial Intelligence (MCAAI)

Oct 2025 – Present

- Pioneering low-resource NLP research focused on building high-quality, large-scale datasets and preprocessing pipelines for African languages including Swahili and Somali.
- Extracting, cleaning, and preprocessing unstructured text data from diverse sources including raw Wikipedia dumps and Hugging Face repositories.
- Implementing advanced data augmentation techniques, including back-translation pipelines, using parallel corpora to improve machine translation models.
- Engineering production-ready benchmark datasets tailored for specific downstream NLP tasks such as text classification, Question Answering (QA), and translation

ICT Authority – Attaché

May 2024 – August 2024

- Actively facilitated ICT training and digital literacy promotion across communities as part of the national Digital Literacy Programme delivering hands-on practical sessions to diverse audiences.
- Translated complex ICT concepts into accessible, engaging learning experiences for participants with varying technical backgrounds.
- Supported the Public WiFi Project and County Connectivity Project impacting 50,000+ users across multiple counties.

CERTIFICATIONS

- Cisco CCNA — Networking , Routing, Switching & Network Security (Cisco Networking Academy)
- Cisco Networking Academy — JavaScript Essentials
- Cisco Networking Academy — Python Essentials
- IC3 — Internet and Computing Core Certification (Citizen College)