# Norman Mwagi

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## Professional Summary

Results-driven **Software Developer** with experience in designing, developing, and deploying business applications and AI-driven solutions. Adept at full-stack development, AI model integration, and process automation, with a strong background in ASP.NET Core, Web APIs, and Microsoft Power Platform. Passionate about creating scalable, high-performing applications to optimize business operations.

## Work History

11/2024 – 05/2025
**Software Developer Intern | *United Nations* | *Nairobi, Kenya***

- Designed and developed enterprise-level web applications using ASP.NET Core and Web APIs to streamline internal workflows and enhance productivity.
- Developed a Visitor Booking Application that streamlined the process of managing and granting visitor access to the UN Complex in Gigiri.
- Created and deployed AI-powered agents using Microsoft Copilot Studio and Azure AI Foundry, leveraging OpenAI's ChatGPT and Python libraries to automate business processes.
- Implemented automated workflows with Microsoft Power Automate to integrate various systems and reduce manual efforts.
- Developed data visualization dashboards using Power BI and Qlik, enabling stakeholders to make data-driven decisions.
- Optimized SQL Server database structures to improve application performance and scalability.

06/2024 – 10/2024

**IT Support Intern | *HOSTAFRICA* | *Nairobi, Kenya***

- Managed web hosting environments using cPanel, WHM, and DirectAdmin to enhance website security and performance.
- Provided technical support to clients, troubleshooting issues related to domain management, email configurations, and server maintenance.
- Administered Linux-based servers, ensuring smooth and efficient system operations

06/2023 – 02/2024

**Junior Software Developer |** *Smartcode Technologies | Nairobi, Kenya*

- Developed robust web applications using C# and ASP.NET Core, implementing authentication, authorization, and CRUD operations.
- Designed scalable .NET microservices using Docker and Kubernetes, integrating databases via Entity Framework Core and Dapper ORM.
- Created frontend interfaces using React, consuming ASP.NET Core Web APIs with Axios and Fetch API.
- Led the development of an eHealth system for doctor appointments and a complaint management system for judicial case tracking.

01/2022 – 05/2022

**Software Developer Intern |** *Smartcode Technologies | Nairobi, Kenya*

- Built dynamic web applications using ASP.NET Core and C#, ensuring high performance and maintainability.
- Designed and optimized SQL Server databases for efficient data management.
- Developed microservices architecture utilizing .NET Core, Docker, and Kubernetes.
- Created interactive front-end features using JavaScript, jQuery, and AJAX.

## Skills

- Programming: C#, ASP.NET Core, Python, JavaScript, React.js
- Databases: SQL Server, MySQL, Postgres
- AI: OpenAI API, Azure AI Foundry, Copilot Studio, Ollama, RAG, Langchain
- DevOps: Docker, Kubernetes
- Data Visualization: Power BI, Qlik
- Web Development: RESTful APIs, HTML, CSS
- Microsoft PowerApps
- Microsoft Power Automate

## Education

Bachelor of Science in Computer Science
Chuka University | 2019 – 2023

## Languages

English    - Native

Swahili    - Native

Spanish    - Basic

## References

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