

DERRICK NKENGAFAC NKENGZI

Frontend Developer

Cell: 6132980296 | Email: nkengziderrick1@gmail.com | Ottawa, ON

Professional Summary

Frontend Developer and customer service with over 3 years of experience, proficient in handling inquiries, resolving complaints, and fostering positive customer relationships, deescalating tensed situations. Proficient in handling high call volumes while maintaining professionalism and efficiency in both languages (French and English).

Education

University of Bamenda, Cameroon
Masters of Science degree in Economics

Nov 2021

Skills

- Proficiency in HTML, CSS, TypeScript.
- Intermediate at Vuejs and Nodejs
- Strong knowledge of testing frameworks such as Jest
- Familiarity with tools like Jira, Confluence, GitHub
- Ability to write clean, maintainable, and well-documented code.
- Excellent problem-solving skills and attention to detail and good communication.

PROFESSIONAL EXPERIENCE

Entry Level Frontend developer

Canonical

02/2025 - Present

- Collaborate with Product and back-end developers to translate design concepts into interactive web pages.
- Implement user interfaces using HTML, CSS, JavaScript and Vuejs, ensuring cross-browser compatibility and responsiveness.
- Create responsive layouts that adapt to different screen sizes and devices, delivering consistent user experiences.
- Identify and address front-end performance bottlenecks to improve page load times and overall usability.
- Participate in testing efforts (cross-browser, cross-device), debugging, and bug fixing to ensure high-quality outcomes.
- Work closely with designers, engineers, and other team members to ensure effective communication and successful project delivery.
- Stay up-to-date with the latest front-end trends, tools, and techniques, continuously contributing new ideas and improvements.

Inbound Customer Service**Concentrix (Rogers Bank Program)****8/2024 – 2/2025**

- Keeping customer satisfaction as a priority.
- Suggest effective and timely solutions to customers.
- Maintain a high level of product knowledge due to weekly group meetings
- Data entry
- Updating and following-up on customer files
- Identifying fraud, disputes cases and treating them accordingly

Customer service after sales**Mobilia Pointe – Claire, QC****04/2023 – 06/2024**

- Ensured an effective quality control management.
- Efficient management of customer files, while maintaining Mobilia's core values and entering claims from suppliers.
- Suggest effective and timely solutions to customers.
- Establish a solid professional relationship with costumers and educate them on resolution with different departments (Sales, Warehouse, Shipping, Finance, Payables)
- Maintain a high level of product knowledge
- Data entry, updating and following-up on customer files
- Perform other related duties.

Research assistant**Love Lead Research Center, Cameroon****04/2020 – 03/2024**

- Data collection
- Data treatment (SPSS, STATA, SMART PLS, and EXCEL)
- Data analysis
- Scientific writing and publication
- Make use of MS Word, Excel, PowerPoint and Publisher
- Document editing, printing and photocopy

Certifications

- The Ultimate IT Fundamentals Course, TechWorld with Nana, June 2025
- Customer service Fundamentals, Knowledge Accelerators, July 2025

Languages

English – Fluent

French – Fluent

REFERENCES

Available upon request