

ERIC NWANKWO

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Professional Summary

As a skilled HTML, CSS, and Javascript developer with over 3 years of experience, I possess a strong understanding of website architecture and the ability to determine hardware and software requirements. Furthermore, I am proficient in WordPress, which allows me to easily create and manage websites. My experience includes creating and optimizing content for websites using a variety of graphics, animation, and other software. I have honed my skills through my work as a level 2 seller on Fiverr, where I have provided web designing services to over 350 clients, earning multiple 5-star reviews.

In addition, my ability to lead and coordinate multidisciplinary teams, research and evaluate a variety of interactive media software products, and perform security and quality controls make me an asset to any web development team. I have a proven track record of delivering high-quality work that exceeds clients' expectations. I am always looking for new opportunities to continue developing my skills and contributing to the success of projects and the company.

Professional Experience

Web Developer

November 2022 - Present

First Source, United Kingdom

A leading innovative global service provider in Customer Interaction and Process Management

Project: Agile Service Delivery And Website Optimization

- Design and develop responsive websites using HTML, CSS, JavaScript, and other web development tools, technologies, and frameworks such as Bootstrap, JQuery, and ReactJS.
- Create and maintain website architecture, ensuring optimal performance and user experience using tools such as Google Analytics, WebPageTest, and GTmetrix.
- Write clean, well-documented, and maintainable code using development tools such as Visual Studio Code, Sublime Text, and Git.
- Collaborate with other developers, designers, and stakeholders to deliver projects on time and within budget using project management tools such as Trello, Asana, and Jira.
- Test and debug websites to identify and fix errors, bugs, and issues using tools such as Chrome DevTools, Firefox Developer Tools, and Bugzilla.
- Optimize websites for speed, performance, and search engine optimization using tools such as Google PageSpeed Insights, Moz, and Ahrefs.
- Implement security measures to protect websites and user data using tools such as SSL/TLS certificates and security plugins.
- Build and maintain e-commerce and other interactive features using tools such as WooCommerce, Magento, and Shopify.
- Perform regular website maintenance and updates using tools such as WP-CLI and cPanel.
- Continuously learning and staying up-to-date with the latest web development trends and technologies using resources such as Mozilla Developer Network, W3Schools, and Codecademy.

Web Developer

March 2021 – October 2022

TTEC Solutions Limited, United Kingdom

Winner of three European Contact Centre & Customer Service Awards

Project: SEO Website and Software design

- Developed custom websites utilizing a combination of HTML, CSS, and JavaScript skills.
- Executed front-end and back-end development for both mobile and web applications.
- Enhanced website navigation through clear and intuitive user experience mapping.
- Automated tasks and analyzed data using Python programming.
- Conducted code reviews and pair programming to ensure high-quality, clean code.
- Managed an e-commerce platform with over 50,000 users.
- Implemented SEO techniques to increase engagement and improve Google rankings.
- Managed databases with advanced SQL skills.
- Optimized HTML email templates to enhance click-through and conversion rates.
- Implemented best practices in cyber security to achieve stable systems.
- Improved website performance and stability through planned maintenance and targeted troubleshooting.
- Established a testing framework using Selenium to eliminate bugs and produce high-quality code.
- Constructed site-specific interfaces for navigation, data management, and e-commerce requirements.

Project: Agile Service Level Agreement Management and Improvement

- Supported the development of various learning materials for on-demand, targeted and periodic training including training animation, assessment, audio, and video enhancement, and subtitling into 4 different languages.
- Led a team of Product Owners, HR Generalists, HR Business partners, L and D managers, trainers, Education Research Analysts, Graphics designers, Technical writers, and departmental Heads.
- Organized and facilitated iteration planning, daily stand-up, demo, retrospective, inspection, and adapt meetings.
- Suggested and implemented different techniques and scrum patterns that promote collaboration and acceleration.
- Collaborated with the agile team to prioritize following the MoSCoW technique.
- Actively promoted lean agile by removing wastes, optimizing the whole, amplifying learning, and making fact-based decisions.
- Developed training slides, and exercises and facilitate various training in Agile, Scrum, Lean, and Kanban.
- Collaborated with the rest of the team to remove blockers and promote self-assignment of impediment removal.
- Scheduled backlog refinement and facilitated it to ensure that PBIs are well detailed in preparation for upcoming sprints.
- Collaborated with the agile team to write both technical and business acceptance criteria for every user story.
- Planned releases by raising change requests, getting the necessary approval, executing the release, and developing and radiating release notes.
- Supported the Agile Enablement Office (AEO) in promoting agile through coaching, training, and mentoring.
- Tracked velocity, epic/sprint/release burnup, and burndown charts, and analyzed them to support team/project decision-making.

Education & Certification

Registered Scrum Master:
Registered Product Owner:
Certified Agile Project and Delivery Manager (ICP-APM)
Data Injection with Python
Learning Python
Java 11+ Essential Training
Java Object-Oriented Programming
CSS Essential Training:
HTML Essential Training:

Agile Education by Scrum Inc. – July 2022
Agile Education by Scrum Inc. – July 2022
ICAgile July 2022
LinkedIn.com – August 2021
LinkedIn.com – August 2021
LinkedIn.com – July 2021
LinkedIn.com – July 2021
LinkedIn.com – June 2021
LinkedIn.com – June 2021

BSc. Mass Communication:
Nigeria

Enugu State University of Science and Technology

Skill Sets

- Proficient in HTML, CSS, and Javascript
- Strong understanding of website architecture
- Proficient in WordPress
- Experience in creating and optimizing content for websites using a variety of graphics, animation, and other software
- Proven ability to lead and co-ordinate multidisciplinary teams
- Coaching, Training, and Facilitation
- Proficient in conducting tests and performing security and quality controls
- Experience in planning, designing, writing, modifying, integrating, and testing website-related code
- Product, Process, and Project Management
- Communication: Written, Verbal, and Presentation
- Research: Qualitative and Quantitative
- Thinking: Creative, Design, System & Strategic

Tools

- **Microsoft:** Word, Excel, Outlook, Visio, SharePoint, PowerPoint, Teams, Planner
- **Agile/Work Management Tools:** Jira, Azure DevOps (ADO), Confluence, Google Jamboard
- **Collaborative Tools:** Slack, Zoom, MS Teams, Cisco Webex, Skype
- **Wireframe:** Balsamiq, Figma, Adobe Photoshop, WordPress, Elementor, Canva, VideoScribe, Cpanel

Hobbies & Interest

Internet research, Coaching, and Watching Action and Sci-Fi movies.