

# Jocylene Magero

## FULL STACK WEB DEVELOPER

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| [Twitter](#) | [Portfolio](#)

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### SUMMARY

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Full-stack web developer and open-source enthusiast with a love for clean code and accessible design. Enjoy taking initiative and seeking out new challenges. Experienced in pair-programming and remote work. Fluent in multiple languages, frameworks, and technologies, and capable of ramping up quickly and efficiently.

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### SKILLS

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**Front-End:** JavaScript, React, Redux, jQuery, HTML5, CSS3

**Back-End:** Java, Ruby, Rails, MySQL

**Tools & Methods:** Git, GitHub, Heroku, Netlify, Mobile/Responsive Development, RSpec, TDD, Chrome Dev Tools

**Professional:** Remote Pair-Programming, Teamwork, Mentoring

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### EXPERIENCE

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Fenix International - Engie Energy Access

Kampala, Uganda

**Customer Experience (CX) Software Quality Assurance**

Jan 2020 – Jun 2021

- Championed the quality of our CX by continuously measuring the quality of the CX software applications, thus increasing Customer Satisfaction(CSAT) from 80% to 90%.
- Coordinated the quarterly collection of Fenix's Net Promoter Score and ensured that Customer's feedback was incorporated into how the company continuously improved their experience.

Fenix International

Kampala, Uganda

**Software Developer - Customer Experience Team**

Apr 2018 – Dec 2019

- Developed customer-facing apps for troubleshooting product failures.
- Developed apps for analyzing customer feedback and providing live dashboards to assist in decision making.
- Developed an internal application for scheduling Customer Service Representatives into work shifts.

Eygo Limited

Kampala, Uganda

**Junior Developer**

Sept 2016 – Mar 2018

- Designed dynamic user interfaces and responsive web applications.
- Participated in end-user and client team training on numerous use cases of platforms.
- Analyzed user needs and software requirements to inform system design.
- Wrote reports regarding the state of software under development.
- Wrote unit tests in the TDD environment.

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### EDUCATION

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MICROVERSE

Feb 2020 – Nov,2021

**Remote Full Stack Web Development Program, Full Time**

- Spent 1300+ hours mastering algorithms, data structures, and full-stack development while simultaneously developing projects with Ruby, Rails, JavaScript, React, and Redux.
- Developed skills in remote pair-programming using GitHub, industry-standard git-flow, and daily standups to communicate and collaborate with international remote developers.
- Provided advice and recommendations on how to stay motivated to maintain longevity in the program.

MAKERERE UNIVERSITY

Jan, 2010 – Jan,2015

**Bachelor of Environmental Science**