JOAN SEBALAMU NANSAMBA

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Professional Summary

A process-oriented individual with critical attention to data and its purpose in corporate growth and improvement. I am experienced in interpreting and analyzing data, hence seeking to leverage my data analytical skills to increase company performance and continuously grow within a fast-paced environment.

Tech Stack

- **Programming Languages:** HTML, CSS, JavaScript, Python, Java, C#
- **Frameworks:** React, Django, Angular
- **Database management**: PostgreSQL, MySQL, Apache Cassandra
- **Microsoft Office Suite**
- **CRM Software**: Zendesk, Salesforce
- **Other:** Heroku, GitHub, Git, Command line and Bash scripting, Figma, Visual Studio, Intellij IDEA, Linux(Ubuntu)

Work Experience

Grapes Construction (UG) Limited | Kampala
Junior Database Administrator | 07/2021 - 01/2022

- Provided on-site database and system support.
- Provided assistance to staff in regard to approving and revoking access to data and client information to the respective parties.
- Monitored and collected statistical information as well as provided reporting on capacity and system performance.
- Made recommendations based on statistics to maintain and improve capacity and system performance
- Monitored the system and acted upon system and application automated alerts.
- Performed diagnostics, testing, and troubleshooting of software, operating systems as well as database issues in regard to correcting the installation, configuration, or data problems.
- Planned and performed software installation, configuration as well as upgrade.
- Performed manual switch to redundant system/database components, in case of system failure.
- Updated employee data in the systems.

Outlet Store | Kampala
Inventory Management Associate(Part-Time) | 03/2021 - 08/2021

- Tracked inventory maintenance.
- Compiled inventory reports and acquired additional skills in the visualization of data as well as Microsoft Excel.
- Assisted in controlling flows of equipment and supplies.
- Reported to upper management and advised on process improvements.
- Developed loss mitigation processes and protocols.
- Filled in shadowing for new inventory workers.
- Addressed problems and challenges to upper management with corresponding reports.
- Forecasted future inventory requirements.

Lesmo Limited | Kampala
Freelance Developer | 11/2020 - 01/2021

- Successfully redesigned the existing company website working as the scrum master using React, Node.js and MySQL.
- Developed team communication and information for meetings using various channels like google meet and slack.
- Worked in an agile-driven environment to effectively meet client timelines and make use of available resources.

MTN Uganda | Kampala
Junior Customer Service Representative | 11/2019 - 12/2020

- Answered calls and responded to customer inquiries through emails.
- Developed skills through using new technologies in response to customer inquiries.
- Adjusted to expected KPI measures with an average of 98% in productivity and quality in my responses.
- Welcomed and participated in shadowing new joiners as well as brainstormed effective responses through logical thinking with team members.

- Participated in new skill evaluation to supplement already possessed skills with constant feedback from team leads and career counsellors.

Skills

Excellent oral and written communication, Customer service, Social Networking, Teamwork, Critical and Logical thinking, Complex Problem solving, Database management, Flexible and goal-oriented

Education

Vistula University | Warsaw, Mazowieckie
Bachelor of Science in Computer Engineering | 09/2024

- Maintaining a progressive GPA.
- Completing team and individual assignments in given timelines.
- Conducting team meetings in order to assess blockers within the different parts of the projects at hand.
- Creating presentations and working closely with Microsoft Office suite and Google Apps to complete development processes.
- Joining clubs for social networking and expanding my knowledge on other relevant skills.

Moringa School | Nairobi
Software Development Course | 01/2021

- Built a strong foundation for Front-end and Back-end programming skills and self-study.
- Built weekly independent user-friendly projects in various programming languages from beginner to intermediate level with an average of 90% overall in performance.
- Participated in pair programming to conduct peer-to-peer lessons, as well as conducted morning and evening standups(meetings) over Google-meet, with attendance updates over Slack channels.
- Worked hand in hand with my Team leads with constant feedback which eventually gained me access to work with highly valued clientele, entrusted with producing effective results in the team with deadlines for final presentations.
- Adapted to a fast-paced diverse environment with a lot of practice through self-study as well as picked up new skills from teammates through team projects.
- I advanced my knowledge in creating, maintaining and manipulating data in databases as well as hosting my work on GitHub and Heroku.

Languages

English - Native Speaker, German - Beginner