

Joel Mugo

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Personal Summary

Results-driven Software Developer with strong full-stack experience and a proven ability to deliver high-quality, scalable applications. Skilled in ASP.NET Core, C#, JavaScript, SQL Server, and familiar with modern frameworks such as React and Angular, with exposure to Python, PHP, and Node.js. Experienced in developing globally used healthcare monitoring systems, improving efficiency and automating critical reporting processes. Adept at translating complex business requirements into innovative technical solutions while following best coding practices. Comfortable working remotely and collaborating with distributed teams across different time zones. Passionate about continuous learning, emerging technologies, and contributing to forward-thinking teams that value innovation and growth.

Experience

OCTOBER 2024 – PRESENT

Full-Stack Developer | AHF Global (Aids Healthcare Foundation)

- Developed and maintained full-stack healthcare monitoring systems using ASP.NET Core MVC, C#, and SQL Server, supporting operations across AHF bureaus in Africa, Asia, Latin America and the Caribbean, and Europe.
- Designed and implemented database architecture with Entity Framework Core, improving data management for 23 healthcare monitoring sections and 6 medical service categories.
- Built responsive web interfaces using JavaScript, HTML5, and CSS3, enabling real-time tracking and visualization of healthcare performance metrics.
- Refactored core components to enhance system modularity, maintainability, and performance.
- Created RESTful APIs and automated PDF reporting with DinkToPdf, supporting both colour and grayscale outputs.
- Enhanced data validation and accuracy using C# and LINQ algorithms, improving reporting reliability and system efficiency.
- Generated SQL and MySQL scripts to create database views and custom queries requested by Data Managers, streamlining data access and analysis workflows.
- Contributed to the development of the Wellness Centre Monitoring Tool and Global Targets Dashboard, integrating real-time analytics and improving usability for healthcare stakeholders.
- Utilized Git for version control and implemented advanced debugging and logging mechanisms to ensure system stability and data integrity.

Key Achievements:

- Delivered a globally used healthcare monitoring system deployed across four AHF bureaus.
- Automated manual reporting processes—Data Managers can now generate reports with a single click instead of compiling data manually from the database.
- Improved data management and reporting efficiency through modular design and automation.

- Developed dynamic dashboards and progress-tracking tools for real-time decision-making for the executive team.
- Strengthened system reliability through performance optimization and enhanced validation processes.

JANUARY 2024 – JANUARY 2025

IT Officer | NBCC

- Provided exceptional IT support for staff members, resulting in increased productivity and reduced downtime.
- Developed and deployed custom applications to automate routine administrative and reporting tasks, saving time and enhancing organizational efficiency.
- Led software development initiatives, managing the design, implementation, and maintenance of church applications, databases, and websites.
- Administered and maintained IT infrastructure, including servers, networks, and hardware, ensuring reliability, performance, and data security.
- Troubled and resolved system and network issues promptly to maintain continuous business operations.

Key Achievements:

- Successfully automated manual workflows, significantly reducing processing time.
- Improved overall system reliability and user satisfaction through proactive IT management.
- Played a key role in modernizing digital systems used across multiple church departments.

JANUARY 2023 – PRESENT

FREELANCER/CONTRACT | REMOTE

Web Developer | Cozy Room JKIA & Hirwado Homes

- Developed and deployed a responsive hospitality booking website for a multi-property short-term rental business serving clients near Jomo Kenyatta International Airport
- Implemented property showcase pages with dynamic content management for 3+ rental properties across multiple locations in Kenya
- Integrated third-party booking platforms (Airbnb) and embedded Google Maps for location services
- Built responsive UI/UX design ensuring optimal viewing across desktop and mobile devices
- Developed rates/pricing calculator and booking inquiry system for customer engagement
- Implemented SEO optimization strategies to improve online visibility and search rankings
- Integrated social media platforms (Facebook, Instagram, LinkedIn, YouTube) for enhanced marketing reach

Additional Freelance Contracts:

- Completed web development projects for multiple clients across various industries.
- Provided ongoing maintenance, technical support, and feature enhancements for client websites

JANUARY 2021– JANUARY 2022

CUSTOMER SERVICE REPRESENTATIVE | TENSPOT COMPANIES

- Resolved customer complaints with empathy and professionalism, increasing customer satisfaction and retention.
- Managed high-pressure situations effectively, maintaining composure while resolving disputes and ensuring positive client outcomes.
- Handled escalated calls skilfully, addressing complex issues while balancing customer needs and company interests.
- Responded promptly to inquiries regarding products, services, and account details to deliver accurate and efficient customer support.
- Collaborated with clients to establish customized repayment schedules and closely monitored progress toward loan completion.
- Guided clients through the loan application process, ensuring compliance with company policies and accuracy of submitted documentation.
- Utilized 3CX communication software to maintain effective and consistent engagement with clients.
- Ensured accurate and timely record-keeping of all client interactions, transactions, and account updates.

Key Achievements:

- Improved client satisfaction scores through personalized and efficient issue resolution.
- Strengthened customer relationships, contributing to increased repayment rates and reduced delinquency.
- Recognized for professionalism and conflict-resolution skills in high-stress environments.

JULY 2020 – SEPTEMBER 2021

INTERN | KEMRI HEADQUARTERS NAIROBI

- Supported staff members in daily operational tasks, reducing administrative workload and improving overall efficiency.
- Managed and transmitted test result data to the Ministry of Health (MOH) Kenya, ensuring accuracy, confidentiality, and timely reporting.
- Sorted and organized digital and physical files, spreadsheets, and reports to maintain structured and accessible records.
- Performed data entry and validation to ensure data integrity across multiple systems.
- Provided responsive customer service to internal teams, assisting with data-related inquiries and documentation.
- Gained practical experience with industry-relevant software tools, enhancing technical proficiency and adaptability in healthcare data management.

Key Achievements:

- Contributed to accurate and timely submission of health data to MOH Kenya during the COVID-19 pandemic.
- Improved data organization and record-keeping efficiency through systematic documentation practices.

MARCH 2019 – JULY 2020

JUNIOR SOFTWARE TESTER | SOKOKAPU E-COMMERCE LTD

- Identified and mitigated security vulnerabilities through penetration testing, vulnerability scanning, and risk assessments, enhancing system protection and user safety.
- Performed functional, integration, regression, user acceptance (UAT), and performance testing to ensure system reliability and alignment with business requirements.
- Conducted manual and automated testing of web-based applications using tools such as Selenium and Postman to validate new features and APIs.
- Developed detailed test cases, scenarios, and scripts from user stories and acceptance criteria, ensuring complete coverage and traceability.
- Participated in release management processes, including version control, build verification, and deployment approvals, to maintain product stability.
- Collaborated closely with developers to reproduce, document, and resolve reported defects, improving usability and software functionality.
- Provided technical feedback and recommendations to enhance application quality, performance, and user experience.
- Supported Customer Care by investigating and resolving transaction issues, ensuring quick turnaround and user satisfaction.
- Promoted a culture of collaboration within the QA team, fostering continuous improvement and knowledge sharing.

Key Achievements:

- Improved release quality by reducing post-deployment defects through comprehensive regression and UAT cycles.
- Strengthened system security posture by proactively identifying and resolving high-risk vulnerabilities.

Skills

Programming Languages

- C#, JavaScript, HTML5, CSS3, SQL
- Familiar with Python, PHP, Node.js

Frameworks & Libraries

- ASP.NET Core MVC, Entity Framework Core
- Bootstrap, jQuery
- Familiar with React and Angular

Databases

- Microsoft SQL Server, MySQL
- Basic knowledge of NoSQL databases (MongoDB)

Tools & Collaboration

- Git, GitHub, Azure DevOps
- Slack, Microsoft Teams
- DinkToPdf

Development Methodologies

- Agile Development, MVC Architecture
- RESTful APIs, CI/CD basics
- Unit Testing, Debugging

Other Skills

- Object-Oriented Programming (OOP)
- Data Structures and Algorithms
- Responsive Design and Web UI
- Customer Care Service, Data Entry & Management
- Team player with excellent time management skills

Education

FEBRUARY 2021

Bachelor of Science Entomology & Parasitology | Meru University of Science & Technology | Meru, Kenya • Member of university's Tennis Society

References

1. **Pius Ngugi – Microsoft Kenya**
Senior Engineer, MCT, MCP, MCSA, MCSD, MCSE
Former Immediate Supervisor Sokokapu
Email: piusnjoka@gmail.com
2. **Ephraim Gikwa- Safaricom Ethiopia**
Lead QA Engineer
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