

KELVIN CHIEMEKA IKWUNZE

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EXPERIENCE

SOFTWARE DEVELOPER INTERN, IPNX

SEPT 2022 – APRIL 2023

- Achieved a 25% increase in customer satisfaction by effectively managing software systems to support the infrastructure of the company, resulting in a 20% decrease in customer support requests which was actively monitored with zoho desk.
- Designed and implemented several pop ups for the customer service portal, resulting in a 20% increase in user engagement.
- Boosted staff satisfaction by 35%, by Improving performance of the company's ticket and survey platform (ESFS), resulting in a 20% reduction in ticket resolution time.
- Increased sales efficiency for SME customers by 40% by designing and developing a multi-step form application for handling product sales.
- Improved incidence response time by creating a comprehensive documentation outlining steps taken in resolving incidents around one of the MySQL databases and billing system.

FRONTEND DEVELOPER INTERN, HOTELS.NG

OCT 2022 – DEC 2022

- Collaborated with a cross-functional team of engineers, designers, marketers to design and implement a web-based job board application that connects job seekers with relevant job openings based on uploaded resumes. [applyforme](#)
- Implemented a secure authentication system, reducing the user sign-up process and upload of resumes from 10 steps to 3 steps.
- Ensured timely delivery of tasks, resulting in a 20% increase in project completion rate.
- Adhered to agile methodologies to ensure effective communication and collaboration between team members resulting in a 20% increase in team productivity.

PROJECTS

AUDIOPHILE E-COMMERCE WEB APP - [VIEW PROJECT](#)

- Developed an e-commerce application which enables customers to find and purchase gadgets in a user-friendly interface.
- Integrated the mobile-first design approach, resulting in a highly responsive and accessible interface for users on different devices.
- Incorporated local storage to save the user's cart and session data, allowing users to return to their shopping cart at any time, even after leaving the application.
- Utilized: ReactJS, TypeScript, Redux/ReduxToolkit, SCSS modules, Formik, Yup

ENTERTAINMENT WEB APP - [VIEW PROJECT](#)

- Developed a full-stack entertainment web application that lets users search and bookmark movies.
- Incorporated persistent data storage by employing the functions provided by firebase.
- Utilized: ReactJS, Netlify, React-router, SCSS/Sass, Formik, Yup, Firebase.

ARCH-STUDIO MULTIPAGE WEBSITE - [VIEW PROJECT](#)

- Developed a multipage website using react library that displays architectural building project.
- Integrated React-Leaflet and OpenStreetMap Libraries to display a map with valid locations as provided in the contact details.
- Utilized: ReactJS, SCSS, React-Router, React-Leaflet, OpenStreetMap API, Formik, Yup, Netlify.

TECHNICAL SKILLS

- Stack:** JavaScript, TypeScript, React, Redux, ReduxToolkit, Firebase, SASS/ Scss.
- Tools:** Git/GitHub, Figma, Confluence, OTRS, Jira.
- Other Skills:** UI Implementation, Web Accessibility, Search Engine Optimization.
- Soft Skills:** Attention to detail, Communication, Team work, Customer service skills, Resilience and perseverance.

EDUCATION

BACHELOR OF SCIENCE. COMPUTER SCIENCE, FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI

JANUARY 2022