Kumi Gernhardt

A full stack web developer with a background in communication, journalism, project management and customer service, committed to finding the most efficient and effective method of conveying information to and within a development team to get the best results

Get in touch!

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Languages

English - Native
German - B1

Specializations

- HTML and CSS
- Javascript
- Git and version Control
- Node.js
- Express
- MongoDB
- SQL
- React
- Jest
- React Native
- Angular
- Python
- Docker
- Collaboration & Documentation
- Communication
- Strategic Management
- Social Media and Multimedia Training by DW Akademie.
- Modern reporting by BBC.

Work Experience

Senior Customer Service Specialist
N26 Operations GmbH. | February 2019 - Present

- Responsible for customer communication in regards to account security, fraud analysis and complex case handling that results in the bank meeting it legal obligations and SLAs.
- Co-developed processes to be used in relation to account security measures that led to increased customer satisfaction and meeting legal requirements.
- Contribute to the efficiency of the team by spearheading the documentation of and information dissemination within the team.

Customer Services Guest Specialist
Booking.com | 2017 - 2019

- Liaised with guests and partners to resolve light complexity issues via phone and email on various topics such as additional travel advice, reservation modifications and cancellations.
- Met and exceeded all SLAs leading to increased customer satisfaction.
- Tested new processes with an eye of troubleshooting possible complications and contributed to the high performance of the team.

Writer - Internship
Reset.org | 2015

- Edited blogs on the website with an emphasis on smart approaches to sustainability resulting in an output of two blog posts a week.
- Sourced contacts on sustainability in Africa where the magazine did not have contacts resulting on a broader focus for the magazine.

Communications Officer
YWCA Malawi | 2010 - 2015

- Lobbied for funding for programs for the local young women in the 4 YWCA Malawi branches resulting in increased youth participation in economic and educational programs.
- Managed projects that worked with women and girls at the grassroots that resulted in the expansion of access to evidence-based comprehensive sexuality and reproductive health education and service referrals among young people.
- Attended International conferences in Mexico and Austria to raise awareness about Malawian issues that resulted in increased funding.
- Streamlined communication between the main YWCA Malawi office and its branches.
- Conceived the online presence both on Facebook and the YWCA Mw website to bring a global awareness of the work of YWCA Malawi.
- Established affiliations with organisations such as Girls not Brides, World YWCA and other domestic organisations to share resources and key findings in research.

Projects

- **Server side** **[4 weeks]** - of a movie index using Node.js and Express, RESTful API, MongoDB and Mongoose and deployed it on Heroku.
- **Client-side** **[4 weeks]** - built using React
- **Angular version** **[3 weeks]** - client-side of the movie index built using Angular

- **Chat App** **[4 weeks]** - a React Native chat app stored in Firestore database, available off and online.

- **Meet App** **[4 weeks]** - a serverless, progressive web application (with React using a test-driven development (TDD), google calendar API, AWWS Lambda, Jest, Cucumber, Puppeteer, Atatus, and Recharts.

- **Poke-dex** **[3 weeks]** - a simple Javascript app with an API and JQuery to build a pokemon index.

Work Experience

Reporter / Producer / Editor
Malawi Broadcasting Corporation | 2009 - 2014

- Oversaw the production of the main news broadcast in TV and Radio resulting in a smooth news broadcast news and the rearrangement of new items should breaking news be needed to be given priority for the benefit of the viewer and the news anchor.
- Conducted the editing of new scripts and other news-based programs to ensure news items were factual and grammatical.
- Reported for the public broadcaster with emphasis on political and women's rights issues to bring greater awareness to the public.
- Accomplished the implementation of the launch of the MBC online publication and introduced BBC news reporting techniques.

Education

CareerFoundry
Full-Stack Web Development Program | 2020 - 2021

- Introduction to Frontend Development with HTML and CSS
- Full stack immersion into Javascript, Node, React, React Native and Angular.
- Covered topics such as Web server frameworks, Relational and non relational databases, Data Visualisation, Functional and Object Oriented Programming, Web Ethics and Data Security.
- Mastered concepts such as Git and Github, APIs, Authentication, Problem solving, Testing and Deployment.
- Familiar with Docker and AWS

Freie Universitat Berlin and St Petersburg State University
Master in Global Communication and International Journalism | 2014 - 2016

Master Thesis Title: "Coverage of 2015 Migrant Crisis by South African and European Media". Core competencies in:
- Knowledge of the global media market,
- Theoretical knowledge of the global communication process
- Understanding of journalism in a social and political context
- Journalistic skills (writing, narration, multimedia production, editing)
- Media analysis, media research and research methods
- Knowledge of media production and editorial management

University of Malawi: Chancellor College
Bachelor of Arts: Humanities | 2004 - 2008

Core subjects:
- English Literature
- Philosophy
- Theology
- Conflict Resolution