

Lucy Mbugua

Nairobi, Kenya | +254718327008 | lmbugua63.lm@gmail.com

[LinkedIn Profile](#) | [Portfolio Website](#) | [GitHub Account](#)

Professional Summary

Resourceful professional with a successful track record in developing innovative web designs and features. Possesses solid knowledge of HTML, CSS, JavaScript, React, Angular and PHP with a commitment to learning and the ability to learn new technologies quickly. Demonstrated success in identifying and resolving complex code issues. Experience collaborating with teams in a fast-paced environment to produce impactful, cutting-edge websites that focus on quality and deliver business results. Well-versed in design standards and user preferences.

Work Experience

FULL-STACK SOFTWARE DEVELOPER INTERN, ELEWA COMPANY LTD

JUL 2022- NOV 2022

NAIROBI, KENYA

Elewa is an education innovation top-startup company that aims to provide meaningful education and training software to businesses and consumers using SaaS for B2B and B2C.

- Solved GitHub issues for an open-source project during the first sprint using Node.JS, Angular 12, React, SCSS, HTML and JavaScript to support responsive designs, ensure cross-browser compatibility and meet 90% of stakeholder and customer needs.
- Reviewed pull requests, debugged code and provided quality feedback to maintain quality assurance at 98%.
- Streamlined onboarding processes by consulting with previous interns, creating compelling presentations and centralizing the resources needed, reducing the turnover rates by 30%.
- Attained a 10% improvement in project delivery time while working in cross-functional teams by sharing delivery progress and addressing any current technical issues, as measured by improved number of deadlines met.

TECHNICIAN, VRCORE

APR 2019 - OCT 2021

NANAIMO, CANADA

VRCORE is a virtual reality arcade whose goal is to provide virtual reality experiences to the public. My duties were customer relationships, store management and equipment maintenance.

- Boosted customer retention by 50% by analyzing current systems and presenting improvements. That assured excellent customer service and engagement on social media platforms during COVID-19.
- Reduced overhead costs by 15% in six months by reviewing internal processes, creating monthly financial reports and ensuring proper resource allocation.
- Eliminated 80% of barriers to customer satisfaction through strategic thinking when troubleshooting equipment, applying creativity when resolving customer issues, providing helpdesk support and organizing equipment status and documents.

INSTRUCTOR AT KID'S CAMP, VRCORE

JUL 2019

NANAIMO, CANADA

- Led a kid's camp in partnership with Stanford University, delivering engaging virtual reality experiences to over 20 children, exceeding company OKRs with over 80% satisfaction rates that year.
- Modified and implemented tailored lesson plans for diverse groups to accelerate learning initiatives, which led to an increase in engagement by 30%.

- Increased revenue by \$2000 through effective marketing strategies and networking to increase customer participation and awareness.

Relevant Projects

PORTFOLIO WEBSITE

PERSONAL / AUGUST 2023 – ONGOING

- Devised a template using Webflow (a low code platform) to design a rough template before moving on to Angular. Used Angular Material to implement improved design.

ELEWA CONVERSATIONAL LEARNING MANAGER AT ELEWA COMPANY LTD

FULL-STACK SOFTWARE DEVELOPER INTERN / AUGUST 2022- NOVEMBER 2022

- Developed features for web applications by creating seamless user experiences that met user needs using JavaScript frameworks such as Angular and React.
- Contributed to the front-end development using Angular and React frameworks, resulting in a 20% increase in page load speed and a 15% improvement in user satisfaction.
- Collaborated with team to align product design requirements and improve customer experience.
- Delivered clean and re-usable code by following design patterns, proper commenting and proper file organization using NX.

LOU'S WEBSITE.

STUDENT / SEPTEMBER 2021- JANUARY 2022

- Worked independently to design and develop a dynamic website, utilizing HTML5, CSS, JavaScript, and PHP for server-side implementation, resulting in a 20% increase in website traffic and meeting 90% of client needs.
- Implemented efficient data storage and retrieval methods using MySQL queries, enhancing data retrieval and storage processes.

Education

BACHELOR OF SCIENCE, COMPUTER SCIENCE.

VANCOUVER ISLAND UNIVERSITY - NANAIMO, CANADA.

Certifications

GOOGLE PROJECT MANAGEMENT: PROFESSIONAL CERTIFICATE

Skills & Abilities

- Web Technologies: JavaScript, TypeScript, HTML5, CSS, SASS, C++, PHP & MySQL, NPM, REST API, jQuery.
- Version Control: Git.
- JS Frameworks: AngularJS, ReactJS.
- Databases (DB): Google Firebase, MySQL.
- Project Management Tools: Asana, Jira, Tableau, Trello & Slack.
- Design Tools: Figma, Adobe & Balsamiq.
- Knowledge of user research methods: usability studies, competitive audits, interviews, and surveys
- Strong problem-solving skills with attention to detail.
- Cultural adaptability and Excellent Interpersonal skills.
- Change Management and Risk Management.