

CHARLES CHIYUMBE

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WWW: <https://notchxles.github.io/My-Website/>

PERSONAL SUMMARY

Passionate about learning new technologies and building innovative solutions across the tech space. Strong foundation in Python, Django, Docker, SQL/SQLite, HTML, CSS, Bootstrap, Sphinx, and Git. Skilled in creating and deploying web applications with a focus on clean, efficient, and maintainable code. Highly motivated to grow expertise and contribute strong technical ability, problem-solving skills, and adaptability to a dynamic software development team.

TECHNICAL & SOFT SKILLS

- Python & Django
- Docker & Containerization
- SQL & Database Management
- HTML, CSS, Bootstrap, Tailwind CSS
- JavaScript
- PHP & React
- C++ & Java
- Git & Version Control
- Sphinx Documentation
- Team Collaboration & Accountability
- Problem-Solving & Adaptability
- Time Management & Self-Discipline
- Strong Written & Verbal Communication

TECHNICAL EXPERIENCE

CUSTOMER CARE AGENT | 10/2025 to Current **SADV/Infini-Fi**

- Resolved technical issues related to internet connectivity and router configuration for customers.
- Guided users through device resets and Wi-Fi setup to restore service efficiently.
- Provided accurate payment support, account assistance, and service updates professionally.
- Logged and escalated complex technical issues to engineering teams, adhering to procedures.
- Maintained high customer satisfaction through effective communication and problem-solving skills.

AI TRAINER/PROGRAMMER | 12/2024 to Current **OUTLIER AI**

- Executed various AI training and programming projects as an independent contractor.
- Generated complex code prompts to identify model failures effectively.
- Evaluated model responses to enhance accuracy and compliance with prompt instructions.
- Refined model performance by analyzing and iterating on generated outputs for improved results.

EDUCATION

RICHFIELD GRADUATE INSTITUTION **Diploma** Information Technology, **12/2025**

PROJECTS

Personal portfolio website – <https://notchxrles.github.io/My-Website/>

- Developed a personal portfolio website showcasing skills, certifications, qualifications, education, work experience, projects, and contact information.
- Designed with Bootstrap for user-friendly navigation and fully responsive across all devices.

Currency Converter Webpage – <https://notchxrles.github.io/My-Website/Currency-Converter-Webpage>

- Built a responsive currency converter web app supporting multiple currencies using HTML, Tailwind CSS, and JavaScript.
- Integrated real-time exchange rates via Exchange-API for accurate conversions.
- Deployed on GitHub Pages for public access.

REFERENCES

| Available on Request