

## PANASHE MUGAYAPI

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## PROFESSIONAL SUMMARY

Purpose-driven software engineer with a strong blend of technical expertise and creativity, dedicated to delivering full-stack solutions. I specialise in crafting intuitive front-end interfaces and building resilient back-end systems, approaching each project with diligence and attention to detail. I thrive in fast-paced, multicultural environments where collaboration and innovation drive success.

## SKILLS/ACHIEVEMENTS

### Software Development

- Leveraged JavaScript, React, Vue, PHP, and Laravel to develop robust full stack software solutions for Xplor Education and QuantumIT.
- Improved Xplor's Office Payment Notification system through collaboration and clear communication.
- Improved and expanded upon the codebases unit tests.

### Leadership

- Confidently lead stand-ups and team retrospectives, driving productive discussions to identify challenges and areas for improvement in previous sprints.
- Created initiatives in addressing issues, creating clear direction in optimising workflows, and ensuring the team is aligned toward shared goals.
- Triaging support ticket issues, efficiently delegating tasks and leading support ticket time to maintain high-priority resolution rates.

### Teamwork and Communication

- Experienced in collaborating within cross-functional teams, including software engineers, product managers, designers, and customer success teams, to deliver high-quality software solutions.
- Fostering clear communication, maintaining proactive feedback loops, and closely monitoring project milestones.

### Languages/Frameworks:

- JavaScript, Vue (2/3), PHP, Laravel, Ruby, Ruby on Rails, React.js, Node.js, SQL, MySQL, R
- **Tools:** Docker, Git, AWS

## Interests and Passions

- My passion for software is deeply influenced by my love for photography, visual media, and graphics, which fuel my creativity in developing visually compelling and user-friendly applications.
- Calisthenics and basketball teach me discipline and teamwork, skills I bring into collaborative coding environments.
- My curiosity in AI and visual software drives me to explore innovative solutions, pushing the boundaries of what's possible in tech.

## EDUCATION

Bachelor of Business Information Systems (Data Analytics) (2017-2021)  
Swinburne University of Technology  
Diploma of Web Development, (2022-2022)  
LeWagon Coding Bootcamp

## PROFESSIONAL BACKGROUND

**Xplor Education** (2022-2024)

### Software Engineer

- Maintaining and developing features for Xplor Office.
- Full stack development with a primary focus in Vue for Front-End Development and Laravel for Back-End Development.
- Creating and documenting RESTful API's.
- Significant contribution towards streamlining the process of authentication by implementing Single Sign On.
  - Streamlined the onboarding and offboarding process, significantly improving operational efficiency by reducing manual errors and saving valuable time.
  - Centralised user access management
  - Enhanced security and scalability, offering the organisation a more effective and future-proof approach to user authentication.
- SQL Queries to provide product managers with data-driven business insights.
- End to end feature testing and manual testing.
- Leading retrospectives and standup meetings.
- Reviewing and approving PRs.
- Deployment of clients SaaS production and user acceptance testing environments.

**QuantumIT** (2022-2022)

### Graduate Support Engineer

- Acting as a point of contact to support service users and customers reporting issues through Zendesk. Triaging and creating solutions for customers to bring customer satisfaction while using SaaS products.
- Creating scripts and resolving database issues in collaboration with team leaders and seniors.
- Organising and running meetings to address issues, procedures, resolutions and action plans to better business outcomes.

- Communicating efficiently and effectively with the development team to resolve issues for our clients through Jira and internal communication tools such as Microsoft Teams.
- Deployment of clients SaaS production and user acceptance testing environments.

## **REFERENCES**

Provided upon request