

VERONICAH WAMBUI NJUGUNA

SOFTWARE DEVELOPER

Nairobi, Kenya | njugunaveronichah86@gmail.com | 0700317884

SUMMARY

I am a versatile Software Developer with 2+ years of experience building responsive websites and mobile apps, specializing in E-commerce solutions. Skilled in Flutter, PHP, Laravel, and API integration, I combine technical expertise with creativity from my background in content creation and photography. With proven experience in customer service and technical support, I deliver solutions that are not only functional but also user-friendly and visually impactful.

PROFESSIONAL EXPERIENCE

Software Developer – Frog Technologies LTD Aug 2022 – Apr 2025

- Developed and maintained websites using HTML, CSS, PHP, and Laravel framework.
- Collaborated with team members to implement new features and resolve technical issues.
- Assisted colleagues with troubleshooting and provided support in project delivery.

Technical Support – Tcloud Business Africa June 2025 - Aug 2025

- Developed applications and websites to support business needs.
- Provided post-service technical support to clients and colleagues.
- Troubleshoot and resolved technical issues in a timely manner.
- Assisted in system deployment and updates.
- Performed additional duties and assignments as directed.

Customer Service – Tcloud Business Africa June 2025 - Aug 2025

- Handled client inquiries and complaints, ensuring timely and professional resolution.
- Provided product and service information to customers, guiding them through processes.
- Followed up with clients to confirm satisfaction and build strong customer relationships.
- Maintained accurate records of customer interactions and feedback.

EDUCATION

Photography Feb 2025 - May 2025

Rebirth Of A Queen

- Certificate in Photography

Baking

May 2022 - Aug 2022

Pneumatika Coaching Services

- Certificate in Baking

Computer

May 2022 - Aug 2022

Pneumatika Coaching Services

- Certificate in Computer

Secondary Education

Jan 2018 - Mar 2022

ST.MARKS KISERIAN MIXED DAY SECONDARY SCHOOL

- Certificate in Secondary Education

ADDITIONAL INFORMATION

- **Languages:** English, Swahili
- **Soft Skills:** Teamwork, Problem-Solving, Communication, Leadership

REFEREES

Teddy Ayodo

- Chief Executive Officer
- Tcloud Business Africa
- 0719 340 614

Miller Adulu

- Chief Executive Officer
- Frog Technologies LTD
- 0703 175 638

Fiona Leina

- Character Reference
- 0724 240 394