Mercy Chepngeno

software Engineer

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PROFESSIONAL EXPERIENCE

QA + Support → Fullstack Engineer *Remote*   05/2025– present | Kenya
– Health Tech

- **Reduced manual QA workload by 60%** by implementing automated test scripts for core patient workflows using Cypress and Playwright..
- **Resolved 70% of support tickets within 24 hours** by building internal debugging tools that allowed non-engineers to identify API failures and misconfigured user accounts.
- **Contributed 55% of frontend feature development** in the main patient-facing dashboard (Vue 3 + Tailwind CSS), including appointment booking and messaging modules.
- **Led 40% of backend integrations** with EHR APIs (Node.js + PostgreSQL), streamlining patient record syncing and reducing data mismatches by 80%.
- **Spearheaded CI/CD improvements**, optimizing test runs and deployment pipelines to cut release time by 50%, and authored 30% of the new deployment documentation.
- **Shaped the product roadmap** by contributing 45% of all product feedback from QA and support insights, bridging technical and user empathy across engineering, design, and support teams.

Fullsatck Engineer *Moran*   01/2022 – 2024
Publishers/Kenya

- **Developed and maintained key educational platforms** using **React, TypeScript, and Django**, contributing over **60% of new feature releases**, including digital book management and teacher dashboards..
- **Refactored legacy backend code** and optimized SQL queries, reducing API response times by **40%** and improving reliability across user-facing pages.
- **Revamped UI/UX with Tailwind CSS**, boosting mobile usability scores by **50%**, and ensuring WCAG accessibility standards across key workflows.

PROJECTS

ShopStream – Headless E-commerce Frontend 03/2025 – 05/2025

Built a **headless e-commerce storefront** using **Nuxt 3**, **Vue**, and **Tailwind CSS**. **Integrated Stripe** for secure payments and a **headless CMS** for dynamic product management. **Optimized routing and lazy loading**, improving **initial load time by 35%**. Delivered a **seamless checkout experience** and achieved a **95+ Lighthouse score** for mobile responsiveness.

Clipboard Health API — Modular, Scalable Backend System 06/2025 – 7/2025

Engineered a high-performance **NestJS backend** with **Prisma ORM** to support healthcare staffing analytics. **Created RESTful endpoints** with optimized **raw SQL queries** and **JWT-secured access**. **Reduced query latency by 50%** and supported **10,000+ shift records** with scalable schema design. Included **cron jobs and reporting scripts** for internal admin automation

TECHNICAL SKILLS

TypeScript / JavaScript / HTML5 / CSS3 / Tailwind CSS/React / Vue / Next.js / Nuxt 3/Node.js / NestJS / Express / .NET (C#)/Python/Firebase / PostgreSQL / SQLite / MongoDB/Git / GitHub / Postman / Vercel / Azure / Netlify/Jest / React Testing Library / Manual QA/REST APIs / GraphQL (basic) / Responsive Design / Agile

SOFT SKILLS

Problem-Solving Skills Analytical and observational skills Team player Time Management Communication Willingness to learn