DERICK SHELDRICK

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LinkedIn [https://www.linkedin.com/in/sheldrick-derick/] |
Github [https://github.com/dericksheldrick] |
Portfolio/Website [https://dericksportfoliowebsite.netlify.app/] NAIROBI, Kenya

Technical skills

- Frontend: HTML, CSS, JavaScript, React, TailwindCSS, Figma
- Backend: Python, Flask, FastAPI, REST APIs
- Database: PostgreSQL, SQLAlchemy
- Tools: Git, GitHub, Render, Netlify, Postman, VS Code
- Soft Skills: Customer Support, Team Collaboration, Conflict Resolution, Leadership

Education

- Certificate in Software Engineering (In Progress)-Moringa School, 2024
  Full-stack curriculum focused on React, Python, Databases, APIs

- Bachelor of Applied Computer Science (Incomplete)-Kisii University, 2018 – 2020
  Completed coursework in programming, data structures, and computer systems

- KCSE – Anding'o Opanga Sec School, 2015
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Certificates

- Digital Customer Service (CCI Kenya)
- Youth Leadership
- Customer Support Specialist
- Mentorship Training

Reference

Nelson Komba

Communication Manager, Generation Kenya

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Christine Otieno

Team Lead, Ecom Servicees Ltd

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Customer-focused Full-Stack Developer with a strong foundation in React, Python (Flask/FastAPI), and modern frontend tools like TailwindCSS. Backed by over 3 years of customer service experience, combining excellent communication, problem-solving, and client management with a growing portfolio of real-world web applications. Passionate about building user-centric digital products and constantly improving through hands-on learning and collaboration.

PROJECTS

Shelcy E-commerce Platform — React + FastAPI + TailwindCSS

- A full-stack store with product management, user/admin roles, cart system, order tracking, avatar generation, and inventory management.
- Built cart logic with Context API & useReducer
- Integrated admin dashboard, filter/search system, and JSON server for mock API
- Hosted frontend on Netlify[shelcy gift shop]; backend deployment in progress via Render[JSON Server]

Health Hub- React + Flask + TailwindCSS

- A full-stack app built with Flask and React for managing medical clinics, services, patients, bookings, and reviews. Includes role-based authentication for admins, clinics, and patients.
- Collaborated in a 6-person team, led the client side [github]
- Used React Router, React-Toastify, and Fast API

Coffee Shop Domain Modeling (Python)

- Object-oriented design for handling customer, coffee, and order interactions
- Focused on relationships, validation, and aggregate methods
- github link

Professional Experience

Payment Support Concierge

CUPID MEDIA | 2024 – FEBRUARY 2025

- Assisted local/international customers in payment verification
- Collaborated cross-functionally to resolve account and dispute issues

Customer Support Agent

SPIRIT AIRLINE / CCI Kenya | 2022 – 2024

- Improved customer satisfaction scores through proactive support
- Resolved customer booking/payment issues with high accuracy

BPO Executive

TELKOM KENYA / TECHNO BRAIN GROUP | 2021 – 2022

- Delivered multi-channel support and exceeded call targets
- Managed high call volumes and escalated sensitive cases

Sales Agent

Global Internet Fortune | 2019 -2020

- Trained new colleagues and led follow-ups to drive conversions
- Increased brand awareness through client training sessions