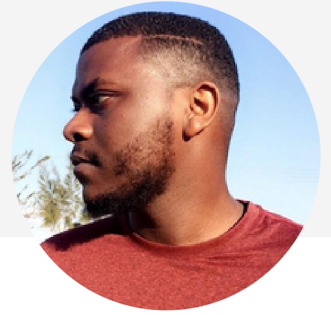






FRANK NDUNG'U

WEB DEVELOPER



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BIO

I am an autodidact who began writing code as a mental exercise and eventually made programming my full-time profession. I'm passionate about creating innovative products that make a difference in people's lives.

SKILLS

- Web Design - HTML, CSS
- JavaScript
- Typescript
- React JS
- Node JS
- PHP
- MYSQL
- CRM - hubspot
- CMS - Wordpress

EXPERIENCE

CUSTOMER SERVICE EXECUTIVE

ACORN HOLDINGS AFRICA, 97 James Gichuru Rd, Lavington, Nairobi

Jan 2022 - June 2022

- Generating and tracking sales leads
- I handled customer complaints, provided appropriate solutions and alternatives within the time limits; I also followed up to ensure resolution.
- Maintain client interaction logs and handle customer data - hubspot
- Build sustainable relationships and trust with customer accounts through open and interactive communication

SALES AND MARKETING (INTERNSHIP)

Lake Oil Gas, Yallow Road, Off Nanyuki Rd, Nairobi

Sep 2019 - Dec 2019

- Keeping track of and reporting on all sales and marketing efforts and performance
- Monitoring the development and progress of the leads with assigned sales goals
- Email marketing: I developed and honed my email marketing skills here.
- CRM best practices for maintaining conversion data and tracking leads

EDUCATION

SOFTWARE DEVELOPMENT

Moringa School, Ngong road, Nairobi

Jan 2021 - August 2021

OIL AND GAS MANAGEMENT

Institute Of Energy & Research Studies, Utalii lane, Nairobi

Sep 2018 - March 2020