

# Francis Ndungu

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## PROFESSIONAL EXPERIENCE

### Scandiweb

**Riga, Latvia**

Jun 2022 - Nov 2022

#### Junior Software Developer

Developing and maintaining e-commerce business solutions (mainly Magento & ScandiPWA based)

- Researching, designing, and developing software programs to meet client or company needs.
- Collaborating with stakeholders to understand requirements, analyze technical feasibility, and propose solutions.
- Testing and evaluating new programs to ensure quality and compatibility with different browsers and devices.
- Modifying software to fix errors and improve its performance based on feedback from users or testing results.
- Deploying software tools, processes, and metrics to optimize development workflows and improve efficiency

### Acorn Holdings Africa

**Lavington, Nairobi**

Jan 2022 - May 2022

#### Customer Service Representative

- Preparing performance reports by collecting and analyzing data from the customer service functions.
- increasing customer satisfaction by 20% through proactive follow up on past issues.
- Onboarding and training of customer care executives on CRS systems and sales that saw an increase in occupancy. Hence providing a 92% occupancy level for the first phase of Qejani,
- Providing detailed debt reports which significantly helped in the increase of resolving client discrepancies and hence boosting the revenue by 10%.
- Increased sales by averagely ksh. 700,000 per month by employing modern selling techniques derived from in-house sales training programs

## EDUCATION

### ALX Africa | Software Engineering

Feb 2023 - Mar 2024

Relevant Coursework: Data Structures, Intro to Algorithms, Foundations of Computer Science, Software Design and Documentation, Principles of Software, Database Systems, Intro to Technical Writing, Network Programming, Operating Systems, Programming Languages, Computer Organization.

### Moringa School | Software Development

Jan 2021 - Aug 2021

Coding Bootcamp - Moringa Core is a 23 weeks full-time course of instruction, and 3 weeks of group project and professional development. This course is for advanced development skills.

Relevant Coursework: HTML, CSS, JavaScript, Python, Flask, React.JS

## SKILLS

### Language proficiency

Python • Typescript • JavaScript • C • SQL • HTML5 • CSS3 • PHP

### Web Development & Frameworks

React.js • React Native • Three.js • Redux • Node • Express • Docker • Vagrant