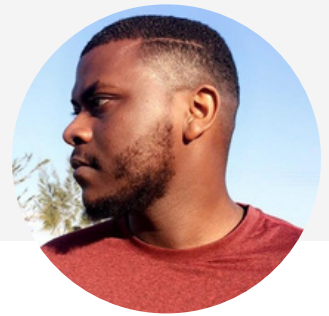


# FRANCIS NDUNG'U

## SOFTWARE DEVELOPER



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🌐 <https://www.francisndungu.com>

## 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

### Frontend

- HTML, CSS
- JavaScript
- TypeScript
- React

### Backend apis

- Node.js
- PHP
- MYSQL
- Python

## EXPERIENCE

### JUNIOR SOFTWARE DEVELOPER

Scandiweb, Riga, Latvia

June 2022 - November 2022

- Ran debugging tools to eliminate flaws and glitches prior to publishing.
- Provided back-end website development using Laravel to handle emails and user interaction.
- Worked with design teams and Senior Software Engineers to build customized ecommerce pwa's for clients
- Collaborated with Senior Developers on SEO auditing

### CUSTOMER SERVICE EXECUTIVE

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

Jan 2022 - May 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

## 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