Hervé Mununu

Professional Title

Motivated young developer with a track record of fast-paced learning

hervmun@gmail.com

Saskatoon, Canada

in linkedin.com/in/herv%C3%A9-mununu-a8aa94279

3062808681

portfolio-website-na3r9ea22-ginsan11.vercel.app/

github.com/ginsan11

WORK EXPERIENCE

Senior Software Technical Support Specialist

Itracks

2016 - Present Market Research/Software Company

Saskatoon, SK

Achievements/Tasks

- I delivered comprehensive live and asynchronous technical support for all Itracks software applications.
- Collaborated closely with clients to ensure seamless project setup and adaptation using in house software/solutions.
- Actively participated in all recent software testing and evaluation initiatives.
- Developed client satisfaction evaluation tool with regular reporting, enhancing user experience.
- Recognized as Operations Employee of the Year for outstanding dedication and performance.

Intern (contract)

Association Jeunesse Fransaskois

2015 - 2016

Saskatoon, SK

Achievements/Tasks

Non-Profit

- Spearheaded the planning and implementation of core programs and experiences for youth and community members.
- Designed and delivered impactful workshops.
- Created compelling media content to promote and advertise organization event.
- Established efficient workflows that became the standard operating procedures within the organization.
- Recognized for outstanding work in the community, requested for TV interviews to showcase contributions.

Computer Specialist

London Drugs

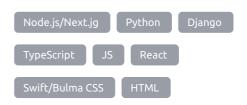
2013 - 2015

Saskatoon, SK

Achievements/Tasks

- Provided sales and assistance for computer products, peripheral devices, and audio/video equipment, ensuring customer satisfaction both over the phone and in-store.
- Offered technical services to customers, troubleshooting and resolving issues effectively. Service was also offered over the phone.
- Demonstrated a strong sales track record, leading to the opportunity to sell highticket audio/video equipment.

SKILLS



PERSONAL PROJECTS

Sask Long Covid (Node/React)

 Online App aimed at providing users with access to a medical history of their Long Covid Symtpoms

YXE Food Bank (Django)

 Online food bank storefront allowing users to register and order food.

Crossy Road Game (C#)

 The Three-dimensional Crossy Road game developed using C# and the Unity engine.

LANGUAGES

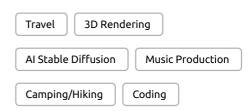
English

Full Professional Proficiency

French

Full Professional Proficiency

INTERESTS



EDUCATION

Bachelor Of Science In Computer Science

University Of Saskatchewan

2018 - Present