

# HOPE SHIRLEY

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GitHub: [GitHub Profile](#)

<b>Professional Summary</b>	<p>A versatile web developer with a track record of increasing digital presence and engagement. Capable of exploiting technical skills while also excelling at developing professional contacts and increasing brand exposure. Capable of establishing relationships with clients and stakeholders, which results in increased user engagement and support for digital efforts. Thrives on innovative problem-solving and approaches development difficulties with an entrepreneurial spirit. Excellent interpersonal and communication abilities, capable of building a collaborative environment and effectively communicating technical concepts to non-technical stakeholders. In product development, demonstrated imagination and innovation, merging user-centric tactics into digital solutions, and enabling speedy relationship-building and rapport within professional networks.</p>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"><li>• <b>Languages &amp; Tools:</b> Proficient in HTML, CSS, JavaScript (ES6+), React, Responsive Design, Version Control (Git), MongoDB, Bootstrap.</li><li>• <b>Development Practices:</b> Problem-solving, code debugging, collaborative coding, familiarity with Agile methodologies.</li><li>• <b>Interests:</b> User Experience (UX), Open Source Contribution, and pursuing ongoing skill enhancement.</li></ul>
<b>Experience</b>	<p><b>IT Intern, Ministry of Foreign and Diaspora Affairs</b> <i>September 2023 - Present</i></p> <ul style="list-style-type: none"><li>• Collaborated with internal teams, contributing to the development and maintenance of internal software systems.</li><li>• Translated design concepts into functional code, ensuring seamless user interactions and intuitive user interfaces.</li><li>• Assisted in preparing research materials and actively engaged in project-related coding tasks.</li></ul> <p><b>Customer Care Agent, Transcosmos</b> <b>August 2018 - February 2019</b></p>

	<ul style="list-style-type: none"> <li>• Managed high-volume calls while employing effective communication skills to provide comprehensive customer support.</li> <li>• Identified recurring customer issues and communicated them to management for resolution.</li> </ul>
<b>Education</b>	<b>Bachelor of Business Information Technology</b> Mount Kenya University <b>KCSE</b> Lugulu Girls High School
<b>References</b>	<b>Michael Yego</b> IT Officer, Ministry of Foreign and Diaspora Affairs +254 721 368271