JANICE AINEMBABAZI

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PROFILE

A dedicated and disciplined individual with over three years of experience in managing product operations and delivery within platform engineering environments. Proven track record in coordinating associate technology initiatives, developing comprehensive end-user communications, and driving process improvements to ensure modern, secure, and frictionless solutions. Possesses strong communication skills, attention to detail, and adaptability to change. I am experienced in influencing stakeholders and contributing to roadmap planning and business reviews. I seek to leverage skills in a challenging role as Principal Associate, Process Manager at Capital One.

EDUCATION

Southern New Hampshire University | Manchester, NH
AS – Information Technology   *GPA: 3.9*

Coursework: Data Structures and Algorithms, Scripting, Programming Languages, Cross-platform Technologies, Project Management, Operating Systems, Computer Networks, IoT, Software Security, SDLC, Application Development, Agile, Software Security

SKILLS & TECHNICAL TOOLS

Languages: Java, Python, MySQL, C++, HTML/CSS
Skills: End-user support, Six Sigma, customer service, Communication, Teamwork, platform engineering
Tools & Platforms: SQL Databases, Git, GitHub, PyCharm, Jupiter Notebook, IntelliJ, Microsoft 365, Google Workspace, Eclipse, Microsoft Visual Studio, Windows, MacOS

PROJECTS

Pet Grooming Register | *Java*
- I developed a system to coordinate scheduling and managing pet grooming appointments, enhancing user convenience and service scheduling by 50%.

Banking Investment Calculator | *C++*
- The Banking Investment Calculator app enabled users to calculate potential investment returns, aiding in the need to process documents, financial planning, decision-making, and business process management for a wide range of business cases.

Grocery Tracker| *C++*
- Created an app to manage and analyze data from sales records, enabling users to search for item frequencies, display lists, and generate histograms to identify key metrics which improved sales tracking efficiency by 40%.

Dungeon Game| *Python*
- Designed an interactive text-based adventure game, engaging players in navigating a virtual dungeon with challenges and treasures. Increased user engagement by 60%.

EXPERIENCE

Summer Hackathon | Codedex   *July 2024*
- The Board Game Café website: in a fast-paced 24-hour timeline, exercising methods of platform engineering, we created a new website using HTML, CSS, JavaScript (React), Three.js, and GitHub for Sip & Play, a board game shop serving boba tea and small bites in Park Slope. (https://shorturl.at/Pr0eR)

Oracle REACH Summer Engagement | Oracle   *April 2024 – Sept 2024*
- Committed to mentorship/networking events, virtual conferences about Oracle's business and operations, and learning lean software development.

Assistant Manager | OilStop Inc. *July 2019 - April 2024*
- Supervised daily fast-paced operations, conducted and exercised leadership in team training, and collaborated with IT, resulting in a 25% increase in customer satisfaction, a 35% improvement in team efficiency, and a 20% enhancement in product operations by reducing the time it takes to process documents, deliver presentations on risk management strategies, and technical documentation through flexibility and accuracy of the business process management.

Customer Service Representative | Mystery Lane Gaming *Dec 2016 - Aug 2018*
- Provided exceptional customer service and technical support with attention to detail, reducing complaints by 30%, and enhanced business process management, digital products, and finance to ensure and coordinate optimal customer experiences in a virtual reality environment and innovation.

Radio Broadcasting Assistant | Capital FM Uganda   *Nov 2015 - Aug 2018*

- Supported broadcasting digital operations and project management software through platform engineering, resolving issues, production support, and collaborating with the lead team, resulting in a 20% increase in efficiency and a 15% performance impact through regulatory compliance.