Jenkins Uwagbai | Frontend Developer

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Profile Summary

Results-oriented professional with a solid foundation in frontend development and five years of expertise in technical troubleshooting and IT support. Competent in JavaScript, HTML, CSS, TailwindCSS, React.js, and Next.js, with practical experience developing user-friendly and responsive web applications. adept at fixing technological problems, enhancing user experiences, and offering top-notch customer service. enthusiastic about using technical expertise and problem-solving abilities to boost client satisfaction and propel success in a fast-paced, tech-focused setting.

Experience

Federal Airports Authority of Nigeria - Help Desk Associate   *November 2021 - January 2024*

- Assisted with setup and upgrade of office workstations to windows 10. Achieved zero downtime for employees and 95% performance satisfaction.

- Analysed and organised data from various stakeholders to compile a comprehensive report for the Airport Carbon Accreditation of Murtala Muhammed International Airport, resulting in the successful achievement of Level 2 accreditation status within six months.

- Collaborated with team members to streamline data entry procedures, leading to a 40% increase in productivity and meeting accreditation deadlines ahead of schedule.

Karengold Industries Nigeria Limited - IT Support (Remote)   *February 2019 – Present*
- Served as unofficial IT Help Desk technician for 25 employees.
- Provided first-line technical support to internal staff in person.
- Set up 150+ new user accounts, profiles. And passwords in the company software system.
- Diagnosed and resolved hardware and software issues in a timely manner.
- Prepared IT equipment prior to user deployment, including over 100 laptops running windows OS
- Assisted in the setup, configuration and maintenance of laptops, printers, networks, and other related equipment.
- Provided end-user support, resolving 82% of issues and averaging 4.53/5.00 satisfaction
- Conducted research on emerging green technologies and sustainable practices within the manufacturing industry.

Jumia Nigeria - Junior Customer Success Associate (Remote)   *September 2016– January 2019*
- Promptly respond to customer enquiries via phone, email and social media.
- Quickly and efficiently open customer accounts by accurately recording account information.
- Increased customer base by 30% during the year 2018 due to the delivery of quick service.

Projects

Password Generator | *HTML, CSS, JavaScript* | [Live Dashboard](#)
- a simple, user-friendly web application designed to create secure, random passwords. The intuitive interface allows users to specify criteria such as password length and inclusion of password length, uppercase letters, lowercase letters, numbers, special characters and a clipboard. With a click of a button, the generator produces a strong, unique password, enhancing online security and protecting against unauthorized access.

Yayyu E-Commerce | *HTML, TailwindCSS, React, NextJs, Shopify* | [Link To GitHub Repo](#)
- Developing a user-friendly e-commerce web application designed to help users and prospective clients seamlessly browse and purchase products. The project utilizes modern web technologies such as HTML, TailwindCSS, React, and Next.js, while leveraging Shopify for its e-commerce functionality.

Sunnyside Landing Page | *HTML, CSS, JavaScript* | [Live Dashboard](#)
- SunnySide Landing Page is a modern and responsive landing page made using HTML, CSS and JavaScript.

Technical Skills & Interests

- **Languages :** JavaScript, HTML + CSS
- **Framework :** ReactJs, NextJs, Bootstrap, TailwindCss
- **Web Dev Tools:** VsCode, Git, Github
- **Relevant Coursework:** Frontend Web Development, Operating Systems, IT Support Specialisation
- **Area of Interest:** Frontend Web Development and Design, Technical Support Specialist
- **Soft Skills:** Problem Solving, Self-learning, Organisational skills, Client Management
- **Technical Skills:** Testing & Debugging, Control Systems, Code Review, Version Control

EDUCATION

University of Ilorin, Kwara, Nigeria   2017 - 2021

Bachelor of Science

CERTIFICATION/TRAINING

Google Technical Support Fundamentals   _October 2022_
SideHustle Frontend Development (HTML + CSS + JS + TAILWIND)   _October 2021_
Google Developers Group Mobile Web Development   _May 2022_
Google IT Support Specialisation   _May 2023_
CodeGeeks 9ja Mentorship (Frontend Web Development)   _February 2024_