**Franklin Kuba**

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**Professional Summary**

Motivated web developer with over 2 years of hands-on experience building modern full-stack applications and 5+ years of problem-solving experience. Git workflows, and creating enterprise-level documentation. Eager to bring problem-solving and collaboration skills to a front-end or full-stack role.

**Skills**

* **Languages:** HTML5, CSS3, JavaScript, Node.js, Python, MongoDB
* **Frameworks:** React.js, React Native, Bootstrap, Express.js, Tailwind CSS
* **Tools:** Postman, Unit testing (Jest), End-to-end testing (Cypress, Playwright), Container tests
* **Collaboration:** Code reviews, Pair programming, GitHub PR process
* **Debugging:** CORS resolution, API debugging, Browser dev tools, Performance bottleneck analysis
* **Other:** Documentation, Responsive design, API integration, Cross-browser compatibility

**Work Experience**

**Technical Chat Agent Support - TTEC | June 2021 – June 2022**

* Resolved customer tickets using Zendesk and collaborated via Slack for efficient communication.
* Analyzed ticket data in Excel to improve resolution rates and identify trends.
* Proficient in Microsoft Office Suite and basic IT tasks like software

**Project-Based Experience**

**Text to Speech & Translation App ( Serverless functions )**

* Developed a real-time application enabling text-to-speech conversion and language translation.
* Integrated Google Translate API and JavaScript Speech API for seamless multilingual support.
* Deployed on Vercel for fast, reliable, and scalable performance.
* Technologies: JavaScript, API, Vercel

**Multi-User Chat Application**

* Built a real-time chat platform supporting multiple users, message exchange, and user management.
* Implemented WebSockets with Python (SocketIO) for real-time communication and event handling.
* Enabled user customization with dynamic username changes and room joining/leaving.
* Technologies: Python, JavaScript, SocketIO

**Education**

**RRC Polytech — Aircraft Maintenance Engineering** February 2022 - March 2024