LISA Q CHIMUNHU

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PROFESSIONAL SUMMARY

Experienced IT Support Technician and **Front-End Developer** with a strong background in troubleshooting hardware/software issues, managing IT systems, and building responsive, user-friendly web applications. Proficient in **React.js**, **HTML**, **CSS**, and **JavaScript**, with a passion for creating seamless digital experiences across both desktop and mobile platforms. Adept at translating technical concepts to non-technical users and committed to continuous professional growth and keeping up with industry trends. Strong problem-solving, communication, and customer service skills, ensuring high levels of user satisfaction and technical efficiency.

SKILLS

- Front-End Development (React.js, HTML, CSS, JavaScript)
- Technical Troubleshooting
- Customer Service
- Problem Solving
- Communication
- Time Management
- Documentation
- Adaptability
- Customer Training
- Incident Management
- Project Management
- Analytical Thinking
- Hardware and Software Knowledge
- Continuous Learning
- Image Labelling

PROFESSIONAL EXPERIENCE

OMNI CONTACT
FRONT END DEVELOPER(REACT.JS)   **2024 - current**

- Designed, developed, and maintained **responsive web applications** using **HTML**, **CSS**, **JavaScript**, and **React.js**, ensuring high-quality user experiences across desktop and mobile platforms.
- Built reusable components with **React.js** and optimized front-end code, enhancing development efficiency, scalability, and code maintainability.
- Integrated **RESTful APIs** and collaborated with back-end developers to ensure seamless synchronization between the server and client-side operations.
- Conducted comprehensive testing, debugging, and performance optimization to improve website speed and reduce load times, achieving a significant boost in overall website performance.
- Stayed up-to-date with the latest industry trends and best practices, implementing modern UI/UX principles to improve the user interface and user experience.
- Documented front-end development processes, creating reference materials and guidelines for future development teams.

OMNI CONTACT   **Harare, Zimbabwe**
IT TECH SUPPORT   **2023 - 2024**

- Installed, configured, and maintained hardware, software, and network systems to support company infrastructure and end-user needs.
- Provided comprehensive technical support to users, assisting with desktop software issues, troubleshooting, and resolving problems related to computer hardware, peripherals, and network configurations.
- Delivered exceptional customer service, resolving user queries and complaints with professionalism, diplomacy, and patience.
- Performed preventive maintenance, including diagnostics, troubleshooting, and network performance optimization.
- Managed setup and deployment of computers, monitors, laptops, and related equipment.
- Created and maintained internal documentation, including knowledge bases, FAQs, and troubleshooting guides, empowering users to resolve common issues independently.

Freelance Web Developer – Remote
Freelancer (PHP, HTML, CSS)   2021 – 2023

- Designed and developed custom websites for clients, specializing in **PHP**, **HTML**, and **CSS**.
- Built user-friendly, responsive websites tailored to client specifications, ensuring seamless functionality across desktop and mobile devices.
- Developed and implemented dynamic web pages using **PHP** for server-side scripting, enhancing the interactivity and functionality of websites.
- Created custom themes and templates, integrating client branding and design requirements.
- Ensured cross-browser compatibility and optimized websites for fast loading times.
- Collaborated with clients to understand their requirements, providing technical advice and ensuring timely delivery of projects.
- Provided ongoing website maintenance and troubleshooting, resolving issues related to website functionality and performance.

EDUCATION

Diploma in Computing (Level 4 & 5)	Speciss College	**2021 – 2023**
National Certificate in IT	CCOSA	**2019**

ADDITIONAL INFORMATION

Program Management:

- **SDLC (Software Development Life Cycle)**
- **Resource Planning**
- **Project Management**

Relevant Courses:

- **Web Design (HTML, CSS, PHP, JS, React)**
- **SQL**
- **Computer Networks and Systems**
- **Analysis, Design, and Interface Development**
- **C++ and C# Programming**
- **SAP Foundations**
- **AI**

Certification Links:

https://www.credly.com/users/lisa-chimunhu

https://www.coursera.org/user/d28301f529494216a899ff435ad784ab

Source Code Link:

https://github.com/kundisoli