

# Lucas Arnold Ojiambo Luambo

## Junior Full-Stack Developer

Results-driven Product Support Specialist with proven experience in project coordination, quality assurance, and client relationship management. Demonstrated progression from frontline service to leadership roles through technical expertise, consistently maintaining 90%+ quality standards, and implementing efficiency-enhancing solutions. Offering a unique blend of technical proficiency and creative design skills with expertise in Python, Linux administration, and 3D animation tools. Committed to continuous learning, team development, and delivering exceptional client service while maintaining strategic communication across organizational boundaries.

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### EDUCATION

#### Uniwersytet Dolnośląski DSW, Wrocław, Poland - Animacja 3D - Master's Degree

OCTOBER 2023 - PRESENT

#### Uniwersytet Dolnośląski DSW, Wrocław, Poland - Creative Media: Animation and Visual Effects - Bachelor's Degree

OCTOBER 2020 - SEPTEMBER 2023

- Grade 4.7 Average
- Focus, 3d animation, and VFX for film and games

### Certificates

#### Intermediate Python for Non-Programmers - LinkedIn Learning

Oct 2024

#### Learning Linux Command Line - LinkedIn Learning

Sep 2024

#### Career Essentials in Software Development by Microsoft and LinkedIn - Microsoft

Jun 2024

Microsoft

May 2024

### SKILLS

#### Programming & Technical Skills

- Python
- Unit testing
- Data Analysis
- Command-line interface
- Linux system administration
- Microsoft Office

#### Design & Creative Skills

- Unreal Engine 5
- Adobe Creative Suite (Photoshop, After Effects)
- Blender
- Maya
- 3ds Max
- Godot

#### Soft Skills

- Leadership skills
- Fast Learner
- Excellent communication skills
- Creative problem-solving
- Strategic thinking

### EXPERIENCE

#### GlobalLogic, Wrocław, Poland - Project Support Specialist

SEPTEMBER 2024 - PRESENT

- Served as stream coordinator and primary client liaison, managing escalations, technical issues, and cross-team communications while maintaining 90%+ quality standards
- Represented the team in Monthly Business Reviews (MBRs) with client stakeholders, effectively communicating team performance and improvement points
- Designed and deployed innovative productivity tools that significantly enhanced team efficiency, consistently meeting or exceeding client performance standards

#### GlobalLogic, Wrocław, Poland - Junior Project Support Specialist

AUGUST 2022 - SEPTEMBER 2024

- Consistently maintained a nearly 95% personal quality rating in ticket resolution processes, significantly exceeding standard benchmarks.
- Selected as early adopter for new client technology platform, becoming the first team member to complete certification testing
- Trained and mentored team members on new tools and processes, ensuring knowledge transfer and operational efficiency across the team
- Conducted thorough quality assurance reviews, providing targeted feedback and coaching to team members who consistently maintained quality standards above 80%.