

LESLEY MASHAYA

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Projects

[GitHub Repo Showcase](#) | JavaScript, CSS, ReactJs

- Created a responsive page that fetches my repositories from GitHub
- Utilized bootstrap for pagination
- Utilized fetch Api for my repositories
- Leveraged modern react hooks to fetch data

[Random User Generator](#) | JavaScript, CSS, ReactJs

- Implemented fetch API to build a page that generates random users
- Fetched API data and served it to the front end allowing users to see details of possible 'gamers'
- Hosted it on Firebase

[Free Quotes Generator](#) | JavaScript, CSS, ReactJs

- Developed a page that allows users to get a free random quote on a click
- Hosted the app on Firebase
- Fetched API from code camp

[Portfolio Holder](#) | JavaScript, CSS, ReactJs

- This web page showcases projects that I have worked on
- Deployed an interactive page with user experience in mind
- Successful hosted on firebase

PROFESSIONAL EXPERIENCE

Rapport Communications, Lusaka, Zambia

2018 – 2022

Client Services Manager

- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, and followed up to achieve resolution reducing job delivery corrections by 60%.
- Brought on a client that accounted for 35% of the company's annual revenue
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients increasing client satisfaction by over 70%.
- Established performance and service goals and held associates accountable for individual performance increasing productivity by 15%.
- Delivered outstanding service to clients to maintain and extend relationships for future business opportunities.
- Managed a team of 5 sales representatives that managed to generate business leads that led to the company's revenue going up by 25%

Din Media, Zambia, Lusaka

2016 – 2017

Client Services Representative

- Helped a large volume of customers every day with solutions to their needs and helped clients launch successful media campaigns.
- Communicated with clients regarding account services, statements, and balances.
- Responded to customer calls and emails to answer questions about products and services.
- Resolved concerns with products or services to help with retention and drive sales.
- Increased customer retention by 25% from the previous year

- Accounted for 5% of the company's referrals due to excellent customer service.

EDUCATION

Alt-School Africa, Lagos, Nigeria	2021
Front-end Engineering Diploma: Computer Science And Programming	
Udemy	2020
Beginner Fullstack Web Development: HTML, CSS, REACT & NODE LINK	
SoloLearn	2022
JAVASCRIPT, HTML, CSS, SQL, Responsive Design	

SKILLS & OTHER

Skills: HTML, CSS, JavaScript, Git, Firebase, Technical writing

Frameworks: ReactJs, VueJs

Personal project: [Portfolio](#) with some of the projects I have worked on
<https://mashayalesleyy.web.app>