Mary Maundu

Frontend Developer.

Nairobi, Kenya
+254 719413426
marymaundu.mm@gmail.com
My Portfolio
My GitHub Link

PROFILE

I am a motivated Frontend Developer with strong skills in React.js, JavaScript, and currently learning Next.js. I'm passionate about building responsive, user-friendly websites and continuously improving my technical abilities. My 5 years' experience in customer service has strengthened my communication and problem-solving skills.

EXPERIENCE

RisecomBiz, Nairobi, Kenya – *Frontend Developer Intern (Part-Time Contribution)*

March 2025 – May 2025

- Collaborated with the development team on company web projects while working in customer service.
- Assisted in coding UI components using React.js and contributed to product improvements.
- Gained practical experience with Git and GitHub through pull requests and team collaboration

RisecomBiz, Nairobi, Kenya – *Customer Service Executive*

October 2024 – May 2025

- Guided customers through technical issues with the website or mobile app, such as bet placements not going through or pages not loading.
- Responded to questions via live chat, email, and phone related to betting rules, account management, deposits, withdrawals, and promotions.
- Collaborated with the tech team to relay bugs or user complaints.

Friends Restaurant, Nairobi, Kenya – *Receptionist & Desk Support*

October 2023 – March 2024

- Provided exceptional customer service to all visitors, ensuring a positive first impression of the Restaurant.
- Managed the front desk efficiently, including greeting visitors, directing them to appropriate personnel, and answering phone calls.

Sun King, Nairobi, Kenya - *Customer Service Executive*

April 2018 – June 2023

- Investigated fraudulent cases involving rogue sales agents. I did this by making calls to the involved parties and coming up with a resolution that benefitted the customer and saved the Company's reputation.
- I trained new employees from Kenya and Tanzania on fraud investigation and case handling.
- Collaborated with team members and other departments to make sure all fraudulent cases were closed on time.

EDUCATION

Egerton University, Kenya - *Bachelor of Science in Geography*

AUGUST 2013 - DECEMBER 2017

A Bachelor of Science in Geography with a Specialization in Geographic Information Systems (GIS).

AFRALTI, Kenya - *Certificate In Python Programming*

January 2020

A certificate in Python programming language.

SKILLS

- HTML, CSS, React.js, JavaScript, Python, TypeScript, Next JS, Git
- Technical and fundamental problem-solving skills with enhanced critical thinking.

REFERENCES

Available upon request