

# MICHELLE MOUNDE

Software Engineer | [michellemounde@gmail.com](mailto:michellemounde@gmail.com) | [Portfolio](#) | [LinkedIn](#) | [Github](#)

## PROFESSIONAL SUMMARY

Ex-Customer Service and Quantity Surveying professional transitioning into a Software Engineer role. 1 year of experience in Customer Service delivering support services in a team of 20 and handling 60 customer cases daily. 2 years of experience working in teams of 5 to 15 handling cost engineering and construction project management.

## SKILLS

Javascript | Python | React /Redux | Flask | Django | HTML | CSS | Docker | Express.js | Node.js | SQL | Git

## PROJECTS

**Mozilla's Balrog** | Javascript | Python | React /Redux | Flask | Docker | HTML | CSS [live](#) | [code](#)

Made several open source contributions to both the front-end and back-end of the Firefox Update Server i.e. *Balrog*

- Learned how to work on an existing codebase.
- Added a required sign offs element to rule view page. Fixed an unnecessary re-renders bug by only updating the changed element. Fixed the multiple fetches bug by calling fetch only on page load.
- Added a partial match on search in the releases page that highlights matches and added tests for this feature. Fixed a false positive match bug by trimming trailing and leading whitespace from search string.
- Fixed scheduled deletions showing on unrelated channels bug by updating rule channel matching feature to account for the fact that scheduled deletions have a null channel.

**Monokai RainStorm** | Javascript | JSON | Visual Studio Code [live](#) | [code](#)

A Visual Studio Code theme with both light and dark mode with gray backgrounds and Monokai syntax highlighting.

- Has both a light and dark mode in light gray and dark gray respectively with bright blue focus highlights.
- Learned how to use textmate scopes to target elements.
- Encountered unexpected syntax highlighting bugs that I resolved by arranging scopes from most specific to least specific and having just enough scopes to avoid overlapping scopes.

## WORK EXPERIENCE

**Customer Service Specialist (Remote)** | Invisible Technologies 2021 - 2022

Outsourcing service that uses technology and worksharing to scale operations, cut costs and optimize workflows

- Reached 60 cases per day handling target to review customer information and set up customer accounts to complete the first phase of onboarding.
- Accelerated continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork and project completion reducing initial onboarding time by 50%.

**Data Entry Specialist and Junior Quantity Surveyor (On-site)** | Vaghjiyani Enterprises 2020 - 2021

Contractor in Kenya specializing in civil and general building construction works

- Streamlined data entry workflow within a 6 month timeline resulting in 5% increase in savings in procurement costs through bulk purchases.
- Completed cost estimates, bills of quantities, contracts, variations and monthly cost and value reports using MS Excel, MS Project, MS Word, Planswift Pro, ArchiCAD and AutoCAD.

## ACCOMPLISHMENTS

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- Collaborated with team members, team leads and Operation Managers resulting in reduced SLA from 24 hours to 6 hours from case creation time to first phase of on-boarding completion time.
- Collaborated with a team of 10 in the development of In4suite data entry and management system resulting in improved data management workflow.
- Attained increase in won bids through effectively helping with creation of bid spreadsheet template resulting in bid creation time reduction by 20%.

## EDUCATION

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**University of Nairobi** - BSc Quantity Surveying (Construction) | 2014 - 2018

**AppAcademy** - Full-Stack Software Engineering Curriculum (Online) | 2022 - 2023

## LANGUAGES

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**English:** Native | **Swahili:** Native