MICHELLE MOUNDE

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

PROJECTS

Beauty Beast | [*React / Redux, Rails 5, ActionCable/Websockets*]   **live | github**
This is a very short sentence about what your project does and the languages you used
- This will be an amazing bullet point on something amazing about the project. Maybe it is specific about the challenges you had and what you did to overcome them specifically.

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WORK EXPERIENCE

Customer Service Specialist (Remote) | *Invisible Technologies*   June 2021 - May 2022
Outsourcing service that uses technology and worksharing to scale operations, cut costs and optimize workflows for business clients
- 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 | *Vaghjiyani Enterprises*   Nov 2020 - May 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

- 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

University of Nairobi - *BSc Quantity Surveying(Construction)* | 2014 - 2018
AppAcademy - *Completed Open Software Engineering Curriculum(Online)* | July 2022 - Jan 2023

LANGUAGES

English: Native | **Swahili:** Native