JACK ROYERS MUGAMBI

- **Full stack developer**

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I am a dedicated and passionate full-stack developer with a strong foundation in both front-end and back-end technologies. I specialize in React for creating dynamic and responsive user interfaces and FastAPI for building robust REST APIs. My technical journey includes completing Harvard's CS50 series, where I gained a comprehensive understanding of computer science fundamentals, including data structures, algorithms, and various programming concepts.

I have studied CS50 Introduction to Programming with Python, CS50 Web Programming with JavaScript, CSS, HTML, and Python, and Harvard's CS50 Introduction to Computer Science. These courses have equipped me with the skills to tackle complex coding challenges and develop efficient solutions.

My professional experience includes working at Loska Entertainment, where I provided cyber services, electronic maintenance, and customer support, alongside designing advertisement banners. I was instrumental in improving the customer service system and implementing a workflow that significantly increased output.

Key Skills

1. **React Expertise:** Proven ability to develop dynamic, high-performance web applications using React.

2. **FastAPI Proficiency:** Skilled in building robust, scalable REST APIs with FastAPI.

3. **Full Stack Development:** Comprehensive experience in both front-end and back-end development.

4. **JavaScript Mastery:** Advanced knowledge of JavaScript, including ES6+ features.

5. **HTML & CSS:** Strong skills in creating responsive, user-friendly web interfaces.

6. **API Integration:** Expertise in integrating third-party APIs to enhance application functionality.

7. **Database Management:** Proficient in working with SQL and NoSQL databases.

8. **Linux Command Line:** Basic Linux skills for managing servers and development environments.

9. **Version Control:** Experienced with Git and GitHub for efficient code management and collaboration.

10. **Cybersecurity Awareness:** Currently enhancing security knowledge through a cybersecurity course, focusing on secure coding practices and threat mitigation.

Career History

Loska Entertainment

September 2022 – December 2023

Position: *IT Specialist & Customer Service Representative*

Responsibilities:

1. **Cyber Services:** Managed and provided various cyber services such as printing, photocopying, and internet services to customers

2. **Electronic Maintenance:** Conducted maintenance and repair of electronic devices including computers, printers, and other electronic equipment

3. **Customer Service:** Delivered high-quality customer service by addressing customer inquiries, resolving issues, and ensuring customer satisfaction.

4. **Advertisement Design:** Designed advertisement banners for customers and for the company, enhancing visual communication and marketing efforts.

5. **Software Development & Installation:** Developed and installed software for both Android and Windows platforms, tailoring solutions to meet customer needs and improve business operations.

Achievements:

Enhanced Customer Service System:

Improved the existing customer service system, leading to increased customer satisfaction and retention

Implemented Workflow System:

Developed and implemented a workflow system that significantly improved output and efficiency within the organization.

High-Quality Customer Service:

Consistently delivered exceptional customer service, building strong relationships and ensuring a positive customer experience.

Referees:

Available at request