

STELLA WANJIRU KARIUKI

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SUMMARY

Transitioning into front-end development after six years in customer service within the financial sector, I bring a strong foundation in HTML, CSS, JavaScript, and React, as well as hands-on experience with UI design, version control, and advanced React concepts such as state management and authentication. My recent projects showcase my dedication to creating responsive, user-friendly interfaces with a focus on user experience. I am committed to developing high-quality applications and am currently expanding my expertise in TypeScript, GraphQL, and modern CSS frameworks like Tailwind. My background in client relations complements my technical skills, ensuring that I design solutions with end-users in mind.

PROFESSIONAL WORK EXPERIENCE

March 2024 - October 2024

Frontend Developer

Working on HTML, CSS, JavaScript and React Js projects which are available on my GitHub

<https://github.com/stlkaris>

May 2020 - March 2024

Online Academic Writing

Successfully completed an average of 15 papers per month for high school and college students in business fields.

Customer Service Representative 2020

April 2017 - May

Family Bank Nanyuki

Key Responsibilities:

- Successfully registered over 100 customers yearly on internet banking platforms and trained them how to operate which led to increase in revenue and cost reduction.
- Influenced over 200 customers yearly and trained them to use the bank application platform on their phones for transactions which reduced long queues in the banking hall and ATM booths, generated revenue and reduced cost.

- Enrolled over 1,000 customers as Account holders which grew customer numbers and usage of bank products.
- Issued over 500 debit cards which reduced queues for over the counter transactions and generated more revenue with reduced cost.
- Managed to maintain accurate records of customer interactions, transactions, account activities, and correspondence in accordance with record-keeping procedures and data privacy regulations which facilitated efficient resolution of disputes and inquiries.
- Promptly addressed and resolved customer concerns demonstrating the institution's commitment to customer service excellence which improved customer satisfaction, loyalty, and retention
- Collaborated with other bank staff, such as branch managers, and loan officers, to provide comprehensive banking services to customers which contributed to a positive work environment and enhanced overall customer experience.

Bank Teller

November 2013 - November 2017

Family Bank Kangema

Key Responsibilities:

- Managed to successfully balance cash on hand and in system daily which saved closure time and made it swift for the supervisor to send reports.
- Accomplished to market at least 3 bank's products over the counter to the existing clients which generated more revenue and increased customer usage.
- Guided customers in filling the EFTs forms and RTGS for international transfers which increased customer education and saved more time in posting.
- Accurately handled cash deposits, withdrawals, and currency exchanges with proficiency that ensured the security and integrity of customers' funds, contributing to trust and confidence in the bank.

EDUCATION

November 2024 (Ongoing):

Advanced Frontend Developer Certification - ALX Africa

Skills: TypeScript, GraphQL, React authentication, and advanced front-end development.

March 2024 - October 2024:

Frontend Developer Certification - ALX Africa

Skills: Version control, UI design, HTML, CSS, JavaScript, DOM manipulation, React fundamentals, and state management.

Sep 2023 - Jan 2013: Responsive Design and JavaScript Algorithms Certification from FreeCodeCamp

Sept 2010 - Aug 2013: Bachelor of Commerce (Finance), Kenyatta University, Second class lower division

Jun 2010 - Dec 2010: Certified Public Accounts (CPA-Part 1) Credit , KASNEB

2006 - 2009: Kenya Certificate of Secondary Education, C+, Gatanga Girls' Secondary Education

Additional Training:

- Certificate in World Class Customer Service, Family Bank (2015)
- Certificate in Computer Packages, Continental Centre Professional Trainers(2010)

COMMUNITY SERVICE & PERSONAL INTERESTS

Community Service: Regularly volunteer at children's homes and participate in feeding, cleaning and clothing the rescued children.

Personal Interests: Reading, Cooking and Childcare

SKILLS

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- HTML, CSS, JavaScript, React, TypeScript (in progress), GraphQL (in progress), Tailwind CSS
- UI/UX design, responsive web design, DOM manipulation, state management, Agile methodologies
- Communication, problem-solving, teamwork

LANGUAGE

English : Native

Kiswahili: Native