Tinomudashe Hapson Marecha

jnrhapson@yahoo.com • +48 794 281 730 • Gdańsk Area, Poland

linkedin.com/in/tinomudashe-hapson-marecha

ABOUT ME

With a background in software engineering, technical support, and troubleshooting complex systems, I am confident in my ability to contribute to maintaining and optimizing your production machinery and equipment. My experience includes diagnosing and resolving technical issues, performing system maintenance, and collaborating with cross-functional teams to improve processes. I am adept at working in fast-paced, multinational environments and bring strong problem-solving, self-organization, and teamwork skills.

SKILLS

software engineering
technical support
troubleshooting complex systems
system maintenance
problem-solving
self-organization
teamwork

LANGUAGES

English — Fluent
Shona — Native
Mandarin Chinese — Basic

WORK EXPERIENCE

Full-Stack Developer & Digital Content Specialist
Freelance via Upwork
2021 - Present

- Developed and maintained 15+ client-focused digital platforms with responsive designs that increased user engagement by 35% across web and mobile interfaces
- Created visually compelling UI/UX designs that improved user retention by 28% and social sharing by 40% using React.js, Next.js, and Flutter
- Implemented analytics tracking systems that provided detailed user behavior insights, enabling data-driven content strategy refinements
- Optimized digital content delivery across platforms, reducing load times by 45% and improving SEO rankings by an average of 12 positions
- Collaborated with clients to translate brand messaging into cohesive digital experiences that maintained consistent voice across web platforms and social channels

Technical Support Specialist & Content Coordinator
Foundever (BPO)
2020 - 2021

- Managed digital communications for a U.S. fintech client, maintaining consistent brand voice and technical accuracy across all customer touchpoints
- Utilized Salesforce to track customer interactions and identify content improvement opportunities, increasing customer satisfaction by 22%
- Developed internal knowledge base content that reduced response times by 35% and improved team communication efficiency
- Created and implemented documentation standards that improved content consistency by 40% across support channels
- Collaborated with marketing teams to ensure technical support messaging aligned with broader brand campaigns and social media initiatives

Frontend Developer & UI Specialist
Alpha & Omega MedTech (China)
2019 - 2020

- Redesigned user interfaces with React, Redux, and MUI that increased user engagement by 42% and social sharing by 27%
- Created a component library that ensured brand consistency across digital platforms, improving visual cohesion by 35%
- Implemented responsive design improvements that increased mobile user conversion by 5.6% and reduced bounce rates by 18%
- Collaborated with marketing team to develop visually compelling digital assets that aligned with company branding guidelines
- Analyzed user interaction data to identify engagement patterns and optimize content presentation for maximum impact

PROJECTS

- Redesigned user journey and implemented social sharing features that increased product visibility by 45% and social referral traffic by 38%. Integrated analytics dashboards to track user behavior and engagement metrics across platforms.

  React.js · Next.js · Google Analytics · Social Media APIs

- Developed a custom CMS that streamlined content publishing across web and social platforms, reducing posting time by 65% and ensuring brand consistency. Implemented automated content scheduling and performance tracking features.

  Spring Boot · React · Social Media Management APIs · MySQL

EDUCATION

B.E. in Computer Software Engineering
Uniwersytet WSB Merito Gdańsk - 2022

B.Sc. in Computer Software

Wenzhou University, China - 2019

CERTIFICATIONS

- Machine Learning Engineering for Production (MLOps)
- Natural Language Processing Specialization
- AWS Certified Developer - Associate
- React Advanced Concepts
- Meta Front-End Developer Professional Certificate
- JavaScript Algorithms and Data Structures
- Digital Marketing Fundamentals