

WAMISHA MINAMO

FRONT END DEVELOPER

CONTACT

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<https://wamisha.dev/>

SKILLS

- Full understanding of HTML, CSS, JS and REACT
- Basics of Node JS and postgres DB
- Familiar with Java, C++ and C
- Full understanding of GitHub, docker and test
- ServiceNow & Azure AD
- Networking
- Troubleshooting & operating system
- Ability to multitask.
- Remote support
- Teamwork

EDUCATION

University of Lodz

2021-Present

BA in computer science

Vision Academy

2015-2018

Highschool Diploma

PROFILE

I'm a front-end developer with a strong foundation in computer science and additional certifications from Udemy. I've interned on professional projects and pursued personal ones, enhancing my expertise. My experience as an IT service desk agent and webchat advisor honed my skills for successful outcomes. Driven by innovation and growth, I'm eager to contribute to impactful projects.

EXPERIENCE

Feres transport | IT service desk agent

June 2020 – December 2021

- Receiving customer calls about IT related issues.
- Created and managed tickets using ServiceNow ticketing system, ensuring accurate • documentation and tracking of reported issues.
- Utilized Azure Active Directory for user management tasks, including password resets and multi-factor authentication configurations.
- Troubleshooting and monitoring system

Eagle Lion System Technology | Front-end intern

September 2022 – November 2023

I Contributed on web development projects remotely as a front-end intern, applying HTML, CSS, JS and React to create a user friendly and responsive web application.

Capita | Service desk specialist

October 2022 – present

- Provided real-time, online support and engaged with customers using Webex, ensuring prompt and effective assistance.
- Offered technical support by troubleshooting and resolving customer issues related to • products, services, or accounts, providing step-by-step guidance and solutions to ensure customer satisfaction.
- Escalated complex queries to the appropriate department or provided support for further assistance, demonstrating a proactive approach to problem-solving and customer service.