

# WAMISHA MINAMO

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## FRONT END DEVELOPER

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### CONTACT

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729246430

wamikiya@gmail.com

### PROFILE

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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.

### SKILLS

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

### EDUCATION

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**University of Lodz**

**2021-Present**

BA in computer science

**Vision Academy**

**2015-2018**

Highschool Diploma

### EXPERIENCE

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**Feres transport** | IT service desk agent

**June 2020 – December 2021**

- Receiving customer calls about IT related issues.
- Creating and handling tickets
- Chasing resolver teams on issues assigned to them.
- Troubleshooting and monitoring system

**Capita** | webchat advisor

**October 2022 – present**

- providing real-time, online support and engaging with customers using Webex.
- Offer technical support by troubleshooting and resolving customer issues related to products, services or websites, provide step by step guidance and solutions.
- Worked on azure active directory through resetting user password and reset user's MFA, familiar with service now, AWS and Citrix workspace.
- Escalate big queries to appropriate department or support them for further assistance.

**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.