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|  |  | Joshua MALEMBA |
| Profile ***Software Developer | Founder | Freelancer***  With clear demonstration of technical programming skills and acquaintance of core software frameworks, I have developed the skills needed to operate in a professional environment, prepared to face challenging problems which demands a creative thinker to deliver efficiency – driven, maintainable solutions. Contact PHONE:  07577211788  LINKEDIN:  www.linkedin.com/in/joshua-malemba  EMAIL:  [joshmalemba@gmail.com](mailto:joshmalemba@gmail.com)  MY WEBSITE:  [www.wearejmservices.com](http://www.wearejmservices.com)  GIT-Hub Repository Work:  https://github.com/joshua-malemba |  | WORK EXPERIENCEFinance and Accounts AssistantLeicester City Council June 2016 – July 2016  *Key responsibilities and personal impact*   * Dealing with inbound calls, queries, email admin. * Main outbound rep for school budgeting, leading to a renovation of out-of-date local system records with refreshed financial statements for institutions across city and county area that summer.  Customer Service AdvisorHallmark Consumer Services LTD July 2019 – October 2019  *Key responsibilities and personal impact*   * Managing all incoming queries via phone and email for product information, stock queries, product quality issues and general technical assistance, succeeding to maintain customer SLA above 80% throughout peak summer season. * Raising investigations into delivery parcels lost in transits and advising tracking information to customers, accumulating a minimum 90% success rate of package recovery each time. * Actioning replacements, refunds, cancellations, and back-order swaps, smashing 100% perfect fit replacements to all faulty/wrong sized product orders.   **Software Developer**  **Uniper Technologies Ltd**  June 2021 - |

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| EXTRA CURRICULAR INVOLVEMENTS**Ceremony Speaker and Youth Motivator**  Kaine Management LTD  2017 – Present  I have been closely associated with “Kaine Management”, a community focused organization which focuses on arts, music and educational programs which aim to help young kids get active, while staying out of trouble. One project I have been actively involved in and have been promoting at various events is “Yes You Can”. This program was to help encourage young kids to attain their educational qualifications at GCSE before then growing to be positive, helpful individuals in society, pursuing whatever careers they dream to attain in life. This project was officially recognized by the likes of Prince Harry in 2017 too. I have been main speaker at both consecutive graduation events in March 2017, and March 2020 where I presided the main ceremony and also gave a personal testimony on what the program did for me personally, and the best advice which I would give now to young kids who are just about to embark on GCSE exams, and how to manage distractions due to e.g. relationships, pressure groups, gang-involvement etc. REFERENCES **Gregory Smith -** Phone Number: 07779340857 –  Email Address: [greg@kainemanagement.org.uk](mailto:greg@kainemanagement.org.uk)  **Terri Nicholls –** Email Address: [tnicholls@hallmarkconsumer.co.uk](mailto:tnicholls@hallmarkconsumer.co.uk) Founder of jmservices – May 2021 - Presentsoftware projects. **Portfolio Website –** [www.wearejmservices.com](http://www.wearejmservices.com)  I developed a portfolio website using HTML, CSS, JavaScript, with the main mechanics of the system to act as an Infobase for the freelance services I offer.  **Covid – 19 Analytics Engine – Python**  I developed an analytics engine in Python which was geared in manipulating several excel datasets on Covid-19 deaths and cases worldwide. Despite the data complexity, I developed maintainable code which drew useful insights, including the use of programmed visualization plots, organized filtering through computed statistics and more.  **E-Commerce App – IOS/Android (Flutter)**  **………………………………..**  **YouTube To MP3 Audio Converter – Python.**  One local desktop application I developed in Python was a tool to parse YouTube web links, extract audio information and translate it accurately to mp3 audio format. I also added additional functionality to facilitate conversion to mp4 format too. Education – ACADEMIABeaumont Leys Secondary School (2012 – 2017)  * 4 A’s, 1 B, 4C’ s.  Wyggeston and Queen Elizabeth 1st College (2017 – 2019)  * B, B, Merit  University of LeicesterSoftware Engineering BSc. (2019 – 2023) |