Gregory Mark

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SUMMARY

Software developer with years of experience in designing, building and testing distributed systems. Now looking to utilize expertise and understanding of all aspects of software development to continue professional development.

EXPERIENCE

Software Developer
Onfon Media (September 2023 – Present)

- Designed and developed an admin dashboard for a Sacco enhancing data visualization and decision-making capabilities on monitor mobile app activities. Leveraged tools like React.Js and tailwind CSS to create user-friendly interface and created data flow diagrams with draw.io to get user flow and experience.
- Designed and implemented a dashboard to create and monitor ads for a mobile app application to track and monitor activities of the app. Uses tools like React.js and tailwind CSS to create user-friendly interface and created data flow diagrams to get flow of the system.
- Upgraded a content management system to a new design and functionalities, improving performance and security. Collaborated with teams to assess requirements, plan the upgrade and execute smooth transition. Made the update from a php and MySQL framework to React.js, tailwind CSS for user interface and Node.js, Express and MySQL for the backend to achieve better performance of the system.

Customer Service Representative
Onfon Media (April 2021 – September 2023)

- Handling incoming calls and addressing queries and concerns tailored to each customer's need. Maintained a high level of professionalism in all interactions, resulting in high customer satisfaction.
- Demonstrated effective problem-solving skills by escalating any customer issue that need IT Support intervention and did follow ups to ensure the issue is resolves as soon as possible minimizing downtime and optimizing customer experience.

CERTIFICATIONS

ALX Africa – Software Engineering (July 2023 – July 2024)

- Backend Specialization

Inceptor Ict Center (January 2022 – August 2022)

- Web Development
- Computer Repair

EDUCATION

The Co-operative University of Kenya (2018 – 2021)

- Diploma in Business Information Technology

SKILLS

Languages: React.js, Tailwind CSS, Node.js, Expess.js, Python
Databases: MySQL, MongoDB
DevOps: Nginx, Docker