

Alex Kasongo

206-383-4507 alex.ukasongo@gmail.com [Github](#) [Portfolio](#) Edmonds, WA

Profile

Email Developer passionate about creating powerful responsive emails and landing pages for marketing campaigns and newsletters by leveraging strong HTML and CSS skills coupled with significant experience with client-side libraries such as Nuxt.js, Vue.js and React in previous role as a Front-End Developer.

Skills

- Web: Intermediate to Expert level HTML and CSS programming skills.
- JavaScript Libraries: Vue.js, Nuxt.js, Facebook's React, React Native and Google's Angular
- Email Frameworks: MJML and Foundation
- Testing: Litmus, Email on Acid and multiple other testing platforms
- Software: Strong working knowledge of Figma and Adobe Photoshop.

Experience

EMAIL DEVELOPER, INCENDIARY BLUE; LONDON, UK – 2018-PRESENT

- Experienced in coding responsive email designs and landing pages.
- Collaborated with cross-functional teams to ensure campaign accuracy is in accordance with quality specification.
- Tested and troubleshooted HTML, revised code when necessary to ensure campaigns rendered properly across multiple email clients, browsers, and mobile devices.
- Sliced and optimized images for HTML emails using Photoshop and Figma.
- Ensured projects are delivered on schedule in Constant Contact to meet strict deadlines.
- Maintained strong knowledge of current and emerging technologies, trends and standards.

IT TECHNICAL SUPPORT SPECIALIST, COMPUTER MANIA; CAPE TOWN, SA – 2016-2018

- Managing customers to keep them calm and set expectations. Kept customers informed of progress during issue lifecycle and made follow up communication in a timely manner.
- Collaborated with diverse team members to meet company objectives.
- Maintained updated knowledge of company products and services to better provide customer support, product expertise and service solutions.
- Troubleshoot customer issues and prevented further disputes by systematically researching information, navigating internal processes while achieving over 98% in quality assurance

COMPUTER TECHNICIAN, COMPUTER MANIA; CAPE TOWN, SA – 2014-2016

- Excelled at setting up hardware, installing and configuring software and drives.
- Managed customer security options and software in computers to maintain privacy and protection from attacks.
- Performed regular upgrades to ensure systems remain updated. support and service solutions.
- Troubleshoot system failures or bugs and provided solutions to restore functionality.

Education

Cape Town University of Technology, Cape Town, South Africa – Bachelor of Marketing, 2020