



COLLINS KANDONGWE

Pleasanton, California 94566

859-302-6283

W: ckandongwe@gmail.com

SKILLS

- Front-End Programming: React, HTML5, CSS3, AJAX
- Scripting Languages: Python, Javascript
- Version Control Systems: Git, Github
- Web Components Development
- Software testing and implementation
- Team Collaboration

PROFESSIONAL SUMMARY

Dynamic Associate Software Engineer skilled in Human-Centered Interaction, Software Engineering, and UX/UI design. Expert collaborator and problem-solver, driven by ambition and a passion for innovation.

EXPERIENCE

ServiceNow Inc. | Santa Clara, CA

June 2023 - Current
Associate Software Engineer

- Adapted web component API's, enforcing best practices, leading to 30% increased code scalability, 20% reduced maintenance time, and 15% improved system performance.
- Investigated and resolved technical issues, resulting in 40% fewer bug reports and 25% less development time.
- Optimized system performance, achieving a 10% faster response time, 15% less downtime, and 20% increased reliability.
- Reviewed test results to ensure accuracy of implemented solutions.

Runestone Academics | Online

August 2021 - Current
Open-Source Software Contributor

- Reinforced existing software through bug fixes and enhancements making cleaner code by 35%.
- Fixed student database search algorithm used by 200+ professors to allot grades to students in their courses by using JavaScript, and MySQL.
- Optimized usability task and performance in data selection to 50%

ServiceNow Inc. | San Diego, CA

June 2022 - August 2022
Software Engineer Intern

- Developed and deployed front-end components for ServiceNow, increasing user satisfaction by 20% and speeding up page load time by 15%.
- Contributed to sprint planning, improving efficiency by 25%.
- Collaborated on diagnosing and debugging production issues, reducing downtime by 30%.

Berea College Computer Science Department | Berea, KY

January 2021 - May 2023
Computer Science Teaching Associate

- Designed and executed a sign glove achieving 75% accuracy in translating letters of the sign language Alphabet to sound using C++ and electronics.
- Coordinated with instructor, grading assignments, tutoring, and proctoring exams, supporting a class of 41 students.
- Adapted activities for diverse learners, meeting individual needs and enhancing learning outcomes for 95% of students.

EDUCATION

B.A. - Computer & Information Science, Computer Science

May 2023

Berea College, Berea, Kentucky

- Obtained Scholarship: Tuition Promise Scholarship - \$140,000.
- Dean's List: All Semester.