

Macdonald Muhavi

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LinkedIn: linkedin.com/in/macdonald-muhavi-90178928b

Portfolio: macdonald34.github.io/Portfolio

Graphic Design Portfolio: behance.net/macdonaldmuhavi

Professional Summary

Motivated and customer-focused Software Developer and Graphic Designer with strong communication, technical, creative, and interpersonal skills, seeking an internship opportunity in a Call Center environment. Skilled in customer support, problem-solving, computer operations, system management, and digital communication with the ability to adapt quickly to dynamic work environments. Experienced in software development technologies including HTML, CSS, React.js, Python, Flask, SQL databases, and basic API integration. Proficient in graphic design tools such as Adobe Photoshop, Adobe Illustrator, and Adobe InDesign. Demonstrates professionalism in handling digital systems, office technologies, networking tasks, computer setup, and cabling while delivering excellent customer service and maintaining efficiency, confidentiality, and organizational standards.

Education

Moringa School

Software Development Certificate (Sep 2023 – June 2024)

Relevant Skills: Computer systems, teamwork, communication, troubleshooting, digital operations, React.js, Python, Flask, HTML, CSS, SQL databases, and API integration.

Inceptor School

Graphic Design Certificate (Nov 2024 – Jan 2025)

Relevant Skills: Digital communication, branding, creativity, client engagement, Adobe Photoshop, Adobe Illustrator, and Adobe InDesign.

Core Competencies

- Customer Service & Client Support
- Computer & System Management
- Basic Networking & Computer Cabling
- Telephone & Email Etiquette
- Problem Solving & Troubleshooting
- Data Entry & System Navigation
- Team Collaboration
- Time Management
- Adaptability in Fast-Paced Environments
- Professional Workplace Conduct

- Software Development Fundamentals
- Graphic Design & Digital Branding

Technical Skills

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Computer Setup & Maintenance
- Basic System Troubleshooting
- Internet & Email Communication
- Basic Networking and Cabling Knowledge
- CRM & Data Entry Systems
- Digital Communication Tools
- HTML, CSS, React.js
- Python & Flask
- SQL Database Fundamentals
- Basic API Integration
- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign
- Basic Web & Software Knowledge

Soft Skills

- Excellent Verbal and Written Communication
- Active Listening & Customer Handling
- Adaptability and Quick Learning
- Professionalism and Integrity
- Confidence Under Pressure
- Critical Thinking & Problem Solving
- Patience and Empathy
- Strong Organizational Skills

Experience / Projects

Personal Portfolio Website

Designed and managed a personal online portfolio demonstrating digital communication, software development, organization, and technical management skills using HTML, CSS, and React.js.

Graphic Design Showcase

Created branding materials, posters, and social media content using Adobe Photoshop, Illustrator, and InDesign, strengthening communication, creativity, and attention to detail.

Computer & System Support Practice

Assisted in computer setup, software installation, system troubleshooting, networking support, and cable organization, demonstrating technical adaptability and professionalism in handling digital equipment.

Software Development Practice

Built and practiced web application development using React.js, Python, Flask, SQL databases, and basic API integration while improving problem-solving and technical development skills.

Career Objective

To secure an internship position where I can apply my communication, customer service, software development, graphic design, computer management, and adaptive technical skills while gaining professional experience in customer relations, system operations, workplace support services, software development, digital communication, networking support, graphic design, branding, troubleshooting, and organizational management.