

Peter Junior

User Experience & Client Support Specialist

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Portfolio: <https://peterjunior.live>

PROFESSIONAL SUMMARY

I am a technical problem solver who bridges the gap between building products and supporting the people who use them.

With a B.Sc. in Mathematics & Computer Science and 4+ years of remote and agency experience, I speak two languages: "Code" and "Human." I am just as comfortable designing a user-friendly app interface as I am finding solutions to customer issues or even managing data for clients. I use my technical background to solve support tickets faster and my support experience to design better, more intuitive products.

WORK EXPERIENCE

Creativedge | FCB - Nairobi, Kenya User Experience Designer & Growth Marketing Associate | Jan 2024 – Present

I ensure that the digital products we build for major brands actually work for the end-user.

- **Making Designs "Code-Ready":** I act as the translator between our creative designers and our software engineers. I ensure that designs can be built in code and page builders, which speeds up project delivery.
- **Improving User Experience (UX):** I don't just guess what users want; I use data. I map out the steps a user takes (user flows) to find pain points and fix them, making apps easier to use and increasing the conversion rates.
- **Automating Busy Work:** I use AI tools to automate repetitive tasks like report writing and research, allowing the team to focus on creative strategy.
- **Managing the Content Engine:** I work on Client CMS platforms (**WordPress, Joomla, Drupal, Statamic**), handling website content, builds and technical troubleshooting.

Pepper VA Company - Remote (US-Based) Remote Executive Assistant & Data Entry VA | Jan 2022 – Dec 2023

I served as the remote "right-hand" for US clients, managing technical data and ensuring smooth operations across time zones.

- **Precision Data Management:** Managed high-volume data entry projects with strict accuracy. I organized complex datasets and maintained CRM integrity, ensuring clients had reliable data for decision-making.
- **Executive Operations:** acted as the strategic right hand for executives by managing complex calendars, email triage, and scheduling. I ensured seamless daily operations across different time zones.
- **Process Optimization:** I didn't just input data; I improved how it was handled. I utilized my knowledge of Microsoft 365 and Google Workspace to create faster workflows and automate routine reporting.

Kabonyo Agencies - Nairobi, Kenya IT & Administrative Support | Jan 2020 – Dec 2021

I provided the essential support layer that kept the office running.

- **Human-Centred Support:** I didn't just fix IT problems; I improved how the technical and business teams talked to each other.
- **Process Coordination:** I organized digital files and schedules to ensure that the teams had the information they needed, when they needed it.

WHY HIRE ME? (What I bring to the Table)

- **I Can Design It:** Proficient in **Figma, Framer, and Webflow**. I understand visual hierarchy and how to make a screen look clean and intuitive.
- **I Can Build It:** Experienced with **React, Next.js, HTML, CSS, JavaScript**. I understand the technical constraints behind the screen.
- **I Can Manage It:** Proficient in **WordPress, Joomla, Drupal, and Shopify**. I handle the technical side of content management and troubleshooting issues.
- **I Can Fix It:** Skilled in **Technical Support, Data Analysis, and Troubleshooting**. I enjoy hunting down bugs and solving user frustrations.
- **I Can Organize It:** Expert user of **Microsoft 365, Google Workspace, Slack, and Trello**. I keep workflows tidy and transparent.

EDUCATION & CERTIFICATIONS

- **B.Sc. Mathematics & Computer Science** | Kenyatta University (2025)
- **Virtual Assistant Certification** | ALX (2023)
- **Software Engineering Certificate** | Andela (2023)
- **Google UX Design Professional Certificate** | Coursera (2025)

REFERENCES

- Evans Macharia, **Project Manager** – Creativedge | FCB |
evans.macharia@creative.co.ke
- Leroy Thomas, **Software Engineer** – Diamond Trust Bank |
leroythomas051@gmail.com
- Ondiege Ouma, **CEO** – Kabonyo Agencies | kabonyoagencies@gmail.com