

Lucas Arnold Ojiambo Luambo

Junior Full-Stack Developer

Results-driven Product Support Specialist with proven experience in project coordination, quality assurance, and client relationship management. Demonstrated progression from frontline service to leadership roles through technical expertise, consistently maintaining 90%+ quality standards, and implementing efficiency-enhancing solutions. Offering a unique blend of technical proficiency and creative design skills with expertise in Python, Linux administration, and 3D animation tools. Committed to continuous learning, team development, and delivering exceptional client service while maintaining strategic communication across organizational boundaries.

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EDUCATION

Uniwersytet Dolnośląski DSW, Wrocław, Poland - *Animacja 3D - Master's Degree*
OCTOBER 2023 - PRESENT

Uniwersytet Dolnośląski DSW, Wrocław, Poland - *Creative Media: Animation and Visual Effects - Bachelor's Degree*
OCTOBER 2020 - SEPTEMBER 2023

- Grade 4.7 Average
- Focus, 3d animation, and VFX for film and games

Certificates

Intermediate Python for Non-Programmers - LinkedIn Learning Oct 2024

Learning Linux Command Line - LinkedIn Learning Sep 2024

Career Essentials in Software Development by Microsoft and LinkedIn - Microsoft Jun 2024

Programming Foundations: Beyond the Fundamentals - LinkedIn Learning Jun 2024

Programming Foundations: Fundamentals - LinkedIn Learning Jun 2024

Introduction to Career Skills in Software Development—LinkedIn Learning, May 2024

SKILLS

Programming & Technical Skills

- Python
- Unit testing
- Data Analysis
- Command-line interface
- Linux system administration
- Microsoft Office

Design & Creative Skills

- Unreal Engine 5
- Adobe Creative Suite (Photoshop, After Effects)
- Blender
- Maya
- 3ds Max
- Godot

Soft Skills

- Leadership skills
- Fast Learner
- Excellent communication skills
- Creative problem-solving
- Strategic thinking

EXPERIENCE

GlobalLogic, Wrocław, Poland - *Project Support Specialist*
SEPTEMBER 2024 - PRESENT

- Served as stream coordinator and primary client liaison, managing escalations, technical issues, and cross-team communications while maintaining 90%+ quality standards
- Represented the team in Monthly Business Reviews (MBRs) with client stakeholders, effectively communicating team performance and improvement points
- Designed and deployed innovative productivity tools that significantly enhanced team efficiency, consistently meeting or exceeding client performance standards

GlobalLogic, Wrocław, Poland - *Junior Project Support Specialist*
AUGUST 2022 - SEPTEMBER 2024

- Consistently maintained a nearly 95% personal quality rating in ticket resolution processes, significantly exceeding standard benchmarks.
- Selected as early adopter for new client technology platform, becoming the first team member to complete certification testing
- Trained and mentored team members on new tools and processes, ensuring knowledge transfer and operational efficiency across the team
- Conducted thorough quality assurance reviews, providing targeted feedback and coaching to team members who consistently maintained quality standards above 80%.