

# Paul Prosper Tshuma

Software Engineer

The Learning Panda

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Software developer with 3+ years of experience building robust web applications with PHP, Laravel, and MySQL. Skilled in modern front-end frameworks, basic networking, and cross-functional teamwork. Customer-facing experience strengthens communication and problem-solving.

## EXPERIENCE

**Customer Experience Associate** Jan 2026 – Present

*OmniContact · Harare, Zimbabwe*

- Maintain professional communication for positive customer experiences.
- Guide users through app and menu steps for transfers, purchases, and bill payments.

**Software Engineer & Support Officer** Aug 2023 – Jul 2025

*LADS Africa (Pvt) Ltd · Harare, Zimbabwe*

- Built new ERP features and implemented system updates.
- Debugged and resolved production issues.
- Assisted with deployments and release validation.
- Conducted user training and handled customer queries.

**Software Engineering Intern** Aug 2022 – Aug 2023

*LADS Africa (Pvt) Ltd · Harare, Zimbabwe*

- Developed small ERP modules and features.
- Supported users through training and customer support.
- Performed light debugging and issue troubleshooting.
- Assisted with system deployment.

## EDUCATION

**B Tech Hons Degree in Software Engineering** 2019 – 2024

*University of Manchester / Harare Institute of Technology · Software Engineering*

Comprehensive software engineering programme covering systems design, web development, databases, and software project management.

## SKILLS

**Backend:** PHP, Laravel, Livewire, Node.js

**Databases:** SQL, MySQL, SQLite

**DevOps:** Docker, CI/CD

**Frontend:** HTML, CSS, JavaScript, Vue.js, React.js, Tailwind CSS, Bootstrap

**Other:** Composer, Basic Networking

**Support:** Customer Support, User Training

**Version Control:** Git, GitHub, GitLab

## PROJECTS

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### LADS ERP Platform ★

Enterprise resource planning system with modular features for business operations, user management, and reporting. Built with Laravel and Livewire.

PHP · Laravel · Livewire · MySQL · Bootstrap

### The Learning Panda Portfolio ★

This portfolio site — a Laravel CMS for showcasing professional history, projects, education, and skills with a theme-sensitive dark-first design.

PHP · Laravel · Tailwind CSS · SQLite

Demo: <http://localhost:8000> Repo: [https://gitlab.com/the.learning.panda/da\\_portfolio](https://gitlab.com/the.learning.panda/da_portfolio)

### ORA ERP ★

A modern, cloud-based Enterprise Resource Planning (ERP) platform designed to help businesses manage inventory, sales, procurement, production, finance, customer relationships, asset management, and reporting from a single integrated system. ORA ERP is highly configurable and scalable, making it suitable for manufacturing, distribution, retail, service, and multi-branch operations. The platform streamlines workflows, improves visibility into business operations, and supports data-driven decision making.

React · TypeScript · Node.js · Express · PostgreSQL · Drizzle ORM · Tailwind CSS · PM2 · Nginx

Demo: <https://ora.pandasnacks.online>

### Panda Snacks Hub | website

A digital platform developed for Panda Snacks Hub Pvt Ltd to support product marketing, reseller management, customer engagement, and distribution operations. The platform includes product catalog management, reseller location services, customer contact channels, event promotions, and neighborhood-based reseller discovery through the "Find a Panda" feature. The solution bridges the gap between customers and local resellers while strengthening the Panda Snacks distribution network.

Astro · React · TypeScript · Node.js · Express · PostgreSQL · Tailwind CSS · Nginx

Demo: <https://pandasnacks.online>

## SERVICES

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### Custom ERP Development

Tailored enterprise resource planning systems — modular features for operations, user management, reporting, and workflows. Built with PHP, Laravel, and Livewire to fit how your business actually runs.

### Company Websites

Modern, responsive business sites built with Laravel — from landing pages to full web apps that represent your brand professionally.

## **Meta Advertising**

Facebook & Instagram ad campaigns — audience targeting, creative strategy, and performance tracking to grow your reach and leads.

## **AI Assistance Knowledge Base**

Custom AI-powered help centres and chatbots trained on your docs — so customers get instant, accurate answers 24/7.

## **Code Coaching**

1-on-1 mentoring for aspiring developers — PHP, Laravel, JavaScript, debugging, portfolio reviews, and career guidance.