Paul Prosper Tshuma

Software Engineer

The Learning Panda

paultshuma07@gmail.com +263 779 342 803 11510, Tywald Drive, Tynwald North, Harare GitHub GitLab

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 (50%), 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

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_portifolio

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

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.