

Mwaura Gitau

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PROFESSIONAL SUMMARY

Adaptable and dependable professional with experience in Customer Service, Sacco operations, IT Support, Cyber Services, Hospitality, Logistics, and Field Work. Strong in communication, problem-solving, data accuracy, and supporting daily operations. Open to local and international job opportunities.

KEY STRENGTHS

- Customer service & communication
- Problem-solving & multitasking
- Technical & administrative skills
- Reliability & professionalism
- Data accuracy & documentation

WORK EXPERIENCE

Customer Service Agent

Tower Sacco – OI Kalou Branch | June 2025 – Present

- Assist customers with deposits, withdrawals, loan inquiries, and account updates.
- Process and verify member documents while ensuring accuracy in Sacco systems.
- Handle customer complaints professionally and provide solutions promptly.
- Educate clients on mobile banking, digital services, and Sacco products.

Road Construction Helper

Kingdom City – Nakuru | Jan 2025 – June 2025

- Prepared road surfaces and supported compaction work.
- Ensured safety compliance and organized tools/equipment.
- Supported machinery setup and assisted technicians.
- Helped with loading, unloading, and site coordination.

Data Entry & Cyber Assistant

Streetkings Cyber Solutions – Nakuru | Jan 2023 – Jan 2024

- Entered customer data and processed government forms.
- Maintained computers, printers, and assisted with ICT services.
- Supported customers with online applications and cyber services.

- Monitored network performance for uninterrupted service.

Customer Service Representative & Waiter

Triple Dream Gardens – Nyeri | Feb 2022 – Dec 2023

- Served customers and handled payments.
- Ensured hygiene standards and dining area setup.
- Resolved customer concerns and ensured satisfaction.
- Assisted with POS operations and order coordination.

Delivery Driver (Motorbike)

Talabat – Doha, Qatar | Jan 2019 – Jan 2022

- Delivered items with a 97% on-time rate.
- Ensured motorbike safety and strong customer communication.
- Followed optimized routes using GPS.
- Maintained excellent service ratings.

Front Office Intern

Kenya Power & Lighting Co. – Lanet | Mar 2018 – Dec 2018

- Managed reception, calls, and visitor guidance.
- Assisted clerical, filing, and documentation tasks.
- Handled data entry for administrative staff.
- Maintained organized front office workflow.

EDUCATION

- Mechanical Engineering (Production Option) – Kabete National Polytechnic, Nairobi (Jan 2018)

Units Covered:

- Drawing and Design
- Machine Shop
- Metallurgy Lab
- Tool Room Operations
- Workshop Maintenance

- ICT – Hope Vocational Training College
- KCSE – The Kakamega School

CERTIFICATIONS

- ICT Certificate

- High School Diploma Certificate
- Health Club Participation Certificate
- Environmental Preservation & Care Certificate
- Kenyan Driving License (C1)
- Qatari Motorbike License

SKILLS

- Customer service, banking operations, documentation
- Troubleshooting, computer maintenance, MS Office
- Time management, teamwork, data accuracy
- Technical workshop and engineering basics

LANGUAGES

- English – Fluent
- Swahili – Fluent
- Arabic – Basic
- French – Basic

ADDITIONAL INFORMATION

- Valid Passport
- 97% on-time delivery award (Talabat)
- Flexible for multiple roles