

MARK WAFULA

Phone: 0768 673 226

Email: wafulamark744@gmail.com

Location: Embakasi, Nairobi

Driving License: Valid

PROFESSIONAL SUMMARY

Reliable and hardworking Wi-Fi & Network Technician with hands-on experience in installing, configuring, and troubleshooting Wi-Fi systems and basic network infrastructure. Skilled in cabling, customer support, and field technical work, including working at heights using ladders and pole climbers. Committed to delivering timely and high-quality service to clients.

KEY SKILLS

- Wi-Fi Installation & Configuration
- Router & Access Point Setup
- Network Troubleshooting (LAN/WAN)
- Cable Termination (RJ45 & Fiber)
- Overhead Fiber Stringing & Rollout
- Electrical & Telecom Infrastructure Basics
- Field Maintenance & Diagnostics
- Customer Support & Communication
- Work at Heights (Pole Climbers / Ladders)
- Problem-Solving & Analytical Skills

WORK EXPERIENCE

Network Support Technician (Industrial Attachment)

SODEK Networking – Kenya

January 2024 – March 2024

- Assisted in installing Wi-Fi routers, switches, and access points for home and business clients.
- Conducted troubleshooting for slow connections, configuration errors, and signal problems.

- Participated in the rollout and maintenance of overhead fiber optic cables.
- Performed UTP cable laying, termination, and connectivity testing.
- Supported senior technicians in diagnosing network faults and resolving customer complaints.
- Ensured safe handling of tools and equipment while working at heights.

EDUCATION

Diploma in Information Technology

Sigalagala National Polytechnic

REFEREES

Desma Atsali

Phone: +254 707 353 820

Relationship: Professional Referee