

CURRICULUM VITAE

Name: John Mworia Ngaithi

Gender: Male

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Languages: English and Kiswahili

Nationality: Kenyan

Marital Status: Married

PROFESSIONAL SUMMARY

A dedicated and detail-oriented ICT professional with hands-on experience in system administration, technical support, and operations management. Skilled in implementing digital systems, training staff, and identifying process improvements to boost efficiency. Combines strong analytical skills with a commitment to excellence and teamwork to drive organizational success.

CAREER OBJECTIVE

To advance my experience, knowledge, and skills in Information Technology, management, and operational efficiency while contributing to the growth and success of the organization.

EDUCATION

Kitale National Polytechnic – Diploma in Information and Communication Technology (2021 – 2023)

Kieni Secondary School – KCSE (2016 – 2019)

All Saints Primary School (2013 – 2015)

St. Joel's Annex Academy (2009 – 2012)

Kabazi Primary School (2007 – 2008)

ATTRIBUTES

Self-motivated and disciplined

Excellent communication and leadership skills

Creative thinker and problem solver

Team player with strong organizational ability

WORK EXPERIENCE

➤ Quick Shuttle Services (Kitale) - December 2023 – September 2025

Quick Shuttle Services (Kitale) – December 2023 to September 2025

IT Operations Manager

Installed, configured, and maintained CCTV surveillance and alarm intruder systems for enhanced security.

Ensured compliance with road safety regulations and company standards.

Provided technical support and facilitated smooth IT operations in both the garage and booking stations.

Performed networking tasks including LAN setup, Wi-Fi installation, and troubleshooting.

Offered IT support services to staff, ensuring uninterrupted system performance and user satisfaction.

Helped implement the company's booking system and trained booking staff on its usage.

Monitored system performance, identified weaknesses, and reported improvement needs to management.

Managed data entry processes and maintained data accuracy across departments.

Garage operations Manager

Supervised and managed daily operations of the garage to ensure efficient service delivery.

Collaborated with mechanics to oversee maintenance and repairs of company vehicles.

Coordinated spare part acquisition and inventory management.

Produced and analyzed monthly garage expense reports to identify vehicles requiring financial or mechanical consideration.

➤ Subukia Computer Hub – February 2022 – April 2022

Attachment

Gained practical skills in information technology operations and user support e.g

Network diagnostics
Program/software installation
Document editing and printing
Computer installation
Hardware installation

➤ **Johntech Electricals, Subukia – May 2020 – January 2021**

Sales Assistant & Cashier

Assisted customers in finding products and providing information about their features.
Managed stock, unpacked, labeled products, and ensured proper shelf organization.
Operated the cash register and processed transactions accurately.

➤ **Kanyotu Agro-vet Store – January 2020 – May 2020**

Sales Assistant & Cashier

Provided customer service and managed cash transactions.

HOBBIES

Research
Reading novels
Travelling
Interacting and socializing with people

REFERENCES

Mr. Peter Mbothu – Church Reverend | Tel: 0727870927
Mrs. Ruth Macharia – Director, Quick Shuttle Services | Tel: 0712648096
Mr. Gitonga Kinyanjui – Subukia Ward Admin | Tel: 0725359768