



# WALTER MWAURA WANGUI

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## SKILLS

- Service-minded attitude
- Outstanding customer service skills
- Network troubleshooting techniques
- Printing and scanning assistance
- Hardware Maintenance
- Networking procedures
- Computer engineering skills
- Interpersonal skills

## SUMMARY

Experienced in managing cyber cafe operations, assisting customers with technical issues, and ensuring smooth and friendly environment. Familiar with troubleshooting computer hardware and software, maintaining internet connectivity, and providing exceptional customer service. Focused on creating welcoming atmosphere and supporting users in navigating digital tools. Reliable Cyber Cafe Attendant with comprehensive experience in managing daily operations, assisting customers with technical issues, and ensuring smooth functionality of all computer systems. Skilled in troubleshooting hardware and software problems, providing excellent customer service, and maintaining secure, user-friendly environments. Strong ability to multitask, communicate clearly with patrons, and support positive, welcoming atmosphere. Ready to bring dedication, technical know-how, and customer-first approach to enhance any cyber cafe setting.

## EXPERIENCE

February 2018 - Current

**Cyber Cafe Attendant Turning Point cyber cafe** | Nairobi, Nairobi

- Processed online orders and reservations, streamlining café operations and customer service.
- Conducted regular maintenance on computer systems to ensure optimal performance and reliability.
- Managed cybersecurity protocols to safeguard customer data and prevent unauthorised access.
- Negotiated with vendors for cost-effective procurement of new technology and café essentials.
- Coordinated scheduling of computer use to maximise resource availability for all patrons.
- Provided technical support to customers experiencing difficulties with computer or internet use.
- Troubleshot hardware and software issues, reducing downtime and maintaining customer satisfaction.

February 2016 - January 2018

**School Bus Driver Royal Kibali School** | Nairobi, Kenya

- Safely transported students to and from school, adhering strictly to scheduled routes and time schedules.

- Made sure students got on and off bus in orderly fashion and remained safe while in transit.
- Polished cutlery and glassware, ensuring each item met hygiene and presentation standards.
- Conducting pre- and post-trip inspections, reporting mechanical issues, and maintaining the bus's cleanliness and upkeep.
- Maintaining discipline on the bus and reporting discipline issues to the appropriate staff.
- Safely driving a school bus on a designated route and schedule, in all weather conditions.

September 2014 - November 2014

**ICT Technician Nakuru county Government** | Nakuru, Kenya

- Independently managed the installation and configuration of computer hardware onto.
- Formatting of computers and installation of software.
- User support.
- Data maintenance.
- Network Troubleshooting and maintenance.
- Printing monthly bills to clients.
- Printing payrolls using L.A.I.F.O.M.S. ( Local Authority Intergrated Financial Operating Management System).

## EDUCATION

2013

**Certificate of Higher Education** | I.C.T

Kenya College Of Agriculture And Technology, Limuru

- Graduate

2012

**GCSEs** | High School Diploma

OI Kalou Secondary School, OI Kalou

## LANGUAGES

**English:** First Language

## HOBBIES AND INTERESTS

- Travelling
- Swimming
- Reading Novells
- Socializing

## DRIVING LICENCE

- Category B auto
- Category B+E
- Category B1
- Category C