

SAMUEL KAMAU MAINA

IT Support & Security

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Motivated and tech-savvy professional with hands-on experience in IT support, customer service, and sales. Skilled in troubleshooting computer systems, Known for clear communication, interpersonal skills. Seeking a role in IT support, or helpdesk operations here I can combine technical knowledge with a customer-first approach.

Work Experience

Land Sales Agent

Apr 2023 - Mar 2025

Makao Oasis Company Ltd | Naivasha

- Marketed and sold residential, commercial, and agricultural land parcels.
- Conducted site visits, advised on land documents, and guided clients through the purchase process.
- Collaborated with surveyors, legal teams, and management to ensure smooth transfers.
- Participated in marketing campaigns and expos to boost brand visibility.

IT Support & Security

Jan 2021 - Mar 2023

Makao Oasis Digital Hub | Naivasha

- Provided IT support for 10+ workstations.
- Installed antivirus, conducted diagnostics, managed user access.
- Assisted non-technical users and monitored systems for security breaches.
- Reduced downtime by 30% through preventive maintenance.

Shop Assistant

Jan 2018 - Dec 2020

Gibs Electronics and Electricals | Molo

- Advised customers on electronics and electrical products.
- Handled product repairs and technical setups.
- Managed stock and maintained displays.
- Delivered excellent service and supported deliveries.

Sales Representative Agent

Jan 2016 - Dec 2017

Jubilee Insurance Company | Nairobi CBD

- Sold insurance products to individuals and companies.
- Explained policy terms, closed sales, and followed up with clients.
- Ranked in top 10% of agents and expanded client base.

Cyber Attendant

Jan 2011 - Dec 2013

Quest Interactive Cyber Café | Molo

- Supported clients with email, printing, and online forms.
- Performed system troubleshooting and installed software.
- Managed logins, billing, and customer service.

References

Available upon request.

Core Skills

IT Support & Troubleshooting, Windows/Linux, Network Configuration, LAN/Wi-Fi, routers, IP setup, Software Installation & Maintenance, Basic Cybersecurity Practices, System Administration & User Support, Printer and Peripheral Setup, Strong Communication & Listening Skills, Sales Pitching & Customer Persuasion, CRM Tools & Customer Follow-up, Complaint Handling & Service Recovery, Product Demonstration & User Education, Team Collaboration & Time Management, Technology Solutions for Business, Tech Support & User Assistance, Digital Marketing & Sales Funnels, Customer Communication & Service Excellence, Problem Solving with IT Tools, Excel, Apps, Scripts

Education

Rural Aid Kenya Training Institute	Jan 2013 - Dec 2015
Diploma Information Technology	
Quest Interactive Media Services	Jan 2010 - Dec 2011
Certificate Computer Packages	
Molo Secondary School	Jan 2006 - Dec 2009
Kenya Certificate of Secondary Education	
Bishop Ndingi Primary School	Jan 1998 - Dec 2005
Kenya Certificate of Primary Education	

Interests

Technology Solutions for Business, Tech Support & User Assistance, Digital Marketing & Sales Funnels, Customer Communication & Service Excellence, Problem Solving with IT Tools (Excel, Apps, Scripts)