

FREDRICK MWAURA MUCHINA

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 Nairobi, Kenya

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PROFESSIONAL SUMMARY

Reliable and hardworking Warehouse and Operations Support Professional with experience in inventory handling, packing and loading, customer service, and daily operational support. Proven ability to work efficiently in fast-paced environments with minimal supervision. Strong team player with good organizational, communication, and basic ICT skills.

KEY SKILLS

- Warehouse & Inventory Support
- Customer Service & Front Office Operations
- Packing, Loading & Equipment Handling
- Basic ICT & System Maintenance
- Communication & Team Collaboration
- Time Management & Problem Solving

WORK EXPERIENCE

Cyber Attendant – SmartSignalCyber, Mai Mahiu

July 2022 – Present

- Assisted customers in using computers, printers, and online platforms.
- Handled photocopying, laminating, and document services efficiently.
- Maintained shop cleanliness and equipment.
- Provided excellent customer service and handled payments accurately.

Field Executive – Shepol Realtors, Nairobi

Nov 2019 – July 2022

- Managed client communication and property records.
- Coordinated rent collections and advertising activities.
- Supported office operations and ensured client satisfaction.

Assistant ICT Officer – Molyn Credit Ltd, Nairobi*Sept 2017 – Mar 2019*

- Assisted in equipment setup, troubleshooting, and record keeping.
- Supported administrative and operational duties in daily office tasks.
- Provided front-line customer and technical support.

Sales Representative – Top Image Ltd (Safaricom Project)*Nov 2012 – Apr 2013*

- Engaged with clients to promote products and services.
- Maintained accurate records of transactions and reports.

EDUCATION**Diploma in Business & Information Communication Technology** – Institute of Advanced Technology (2017)**KCSE Certificate (Grade C+)** – Henry Kosgei Secondary School (2011)

CERTIFICATIONS

- Microsoft Certified Solutions Associate (MCSA)
- International Computer Driving License (ICDL)
- Ajira Digital Certificate of Participation
- Basic ICT Skills Certificate

PERSONAL DETAILS

- Nationality: Kenyan
- Languages: English, Swahili

REFEREES

Available upon request