

# BRIAN MWANGI

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## PROFESSIONAL SUMMARY

Tech-savvy and adaptable professional with experience in IT support, customer service, and digital marketing. Skilled in troubleshooting, device repair, and managing short-term digital campaigns for corporate clients. Passionate about technology, digital solutions, and continuous learning.

## EDUCATION & CERTIFICATIONS

### **Certificate in Computer & Phone Repair**

Franky's Foundation | Oct 2024 – Feb 2025

- Training in phone diagnostics, component-level repair, and basic electronics
- Hands-on skills in PC disassembly, software installation, and troubleshooting

### **Certificate in Computer Packages**

King's College | Nov 2022 – Dec 2022

- Proficient in Microsoft Word, Excel, PowerPoint, and Publisher
- Introduction to internet and email usage

**KCSE** – Peter Kibukosya Secondary School | Jan 2018 – Nov 2022

**KCPE** – Thawabu Primary School | Jan 2007 – Nov 2017

## WORK EXPERIENCE

### **Digital Marketing Assistant (Short-Term Contracts)**

Aug 2025 – Present

- Managed digital marketing tasks for corporate clients including Turelabs Kenya and Elite Digital Solutions
- Assisted with social media campaigns, content posting, and brand visibility strategies
- Supported short-term promotional activities and client engagement

### **IT Support Assistant (Cyber Café Attendant)**

Ali Cyber Services & Movie Shop – Umoja | Dec 2022 – Present

- Assisted clients with emails, online services, printing, and digital support
- Troubleshoot hardware and software issues
- Ensured system updates, antivirus protection, and smooth operations

### **Butchery Attendant**

Kibz Butchery – Kiserian | Apr 2022 – Nov 2022

- Handled customer service, inventory, and transactions
- Developed strong interpersonal and multitasking skills

## **ADDITIONAL INFORMATION**

- Can drive both manual and automatic vehicles (currently without a driving license)

## **TECHNICAL SKILLS**

- Hardware & software troubleshooting
- Microsoft Office Suite
- LAN setup & basic networking
- Printer setup & document formatting
- Antivirus installation & system maintenance

## **SOFT SKILLS**

- Communication & customer service
- Time management
- Problem-solving
- Fast learner & adaptable

## **REFERENCES**

Available upon request.