

Curriculum Vitae

Personal Information

Name: Kitaka Felix Wambua

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Nationality: Kenyan

Career Objective

Dedicated and versatile professional with extensive experience in IT support, cyber café management, and driving services. Seeking an opportunity in a reputable organization where I can apply my technical expertise, administrative skills, and customer service abilities to contribute to organizational success while furthering career growth.

Key Skills & Attributes

1. Driving Competence

- Skilled in both short- and long-distance driving across varying terrains.

2. Safety Awareness

- Strong commitment to road safety and adherence to traffic regulations.
- Ability to anticipate and respond effectively to road hazards.

3. Vehicle Maintenance Knowledge

- Competent in performing routine vehicle checks (oil, tires, brakes, lights).
- Ability to identify and report mechanical issues promptly.
- Basic repair skills to handle minor roadside breakdowns.

4. Route Planning and Navigation

- Skilled in map reading, GPS use, and route optimization.
- Ability to plan efficient routes while considering road conditions, delivery timelines, and fuel economy.

5. Time Management

- Reliable in meeting delivery schedules and deadlines.
- Ability to organize trips to maximize efficiency and minimize downtime.

6. Professionalism

- Excellent customer service skills when interacting with clients, passengers, or stakeholders.
- Polite, respectful, and able to represent the employer positively.
- Strong administrative and communication skills

7. Physical and Mental Fitness

- Good stamina and concentration for long hours on the road.
- Alertness and quick decision-making abilities in emergencies.

8. Documentation and Record Keeping

- Knowledge of maintaining accurate vehicle logbooks, delivery notes, and inspection records.
- Compliance with legal requirements such as licensing, insurance, and load restrictions.

9. Teamwork and Communication

- Ability to collaborate with dispatchers, logistics staff, and other drivers.
- Clear and respectful communication for smooth operations.

10. Adaptability

- Capacity to adjust to changing weather, traffic, and work schedules.
- Flexibility to handle local and long-haul assignments.

11. Excellent computer skills (applications, networking, and maintenance)

12. IT training and teaching experience

Work Experience

- 2020 – Present | Family Driver
 - Driving employer to and from work (Monday–Friday)
 - Ensuring vehicle safety, cleanliness, and maintenance
- 2018 – Present | Manager | New Generation Computers (Self-Employment)
 - Managing daily operations of the cyber café
 - Purchasing consumables and managing income
 - Computer maintenance and repair
 - Teaching computer applications
- 2013 – 2017 | Assistant Manager | Bofex Computer Centre
 - Oversaw resources, business transactions, and banking
 - Customer service and sales management
 - Taught computer packages
- 2008 – 2013 | Cyber Administrator & IT Instructor | Catholic Media Centre
 - Handled admissions, customer service, and computer training
 - Network administration and system maintenance
 - Provided general cyber services (printing, scanning, publishing, etc.)
- 2007 | IT Help Desk (Attachment) | Sawasawa.com
 - Handled customer correspondence and support
 - Website maintenance and user support
 - General hardware/software troubleshooting

- 2002 – 2003 | Waiter & Cyber Attendant | Mombasa Coffee House
 - Customer service at the coffee house
 - Cyber services and administration
 - Banking and transactions

Education & Professional Qualifications

- 2018 – Budget Driving School: Driving License (Category C)
- 2004 – 2008 – Machakos Technical Training Institute:
Diploma in Information Technology
- 2002 – 2003 – Mombasa Polytechnic: Certificate in Computer Maintenance & Networking
- 1997 – 2000 – Kithimani HGM Secondary School: KCSE (Grade C-)
- 1988 – 1996 – Kithendu Primary School: KCPE (421/700)

Hobbies

- Riding Bike, Walking & playing football
- Reading on emerging IT trends

Referees

- Ms. Boit – Systems Administrator, Machakos University – 0754 151 845
- Aloise Musyoka – Colleague, Catholic Media – 0701 366 363
- Isabella Kwamboka – Teacher, Kwanthaze Secondary – 0726 634 724